Programs and Services for

Seniors

July 2002 - June 2003

Alberta Seniors

For more information about programs and services for seniors, or to obtain free copies of this book, please call:

Alberta Seniors
Toll-free: 1-800-642-3853
(or in the Edmonton area: 427-7876)

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Congratulatory messages for seniors (to receive)

The Queen, the Governor General, the Prime Minister of Canada, and the Premier of Alberta send congratulatory messages to senior citizens on special anniversaries and birthdays.

Message from the Queen

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage or birth certificate or other supporting documents must accompany each request. Other supporting documents include an Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

Send your request eight weeks before the birthday or anniversary to ensure the message will arrive on time.

Message from the Governor General of Canada

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

To request messages from the Queen and/or Governor General, ensure that your request, accompanied by supporting documents where required, is received at the Governor General's office at least eight weeks before the occasion.

For more information contact:

Your Member of Parliament (MP)

or

Office of the Secretary
to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: (613) 993-2913
Fax: (613) 990-7636

Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th, and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a scroll or letter from the Prime Minister, ensure that your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105 - Langevin Block
Ottawa, ON K1A 0A2
Phone: (613) 941-6880
Fax: (613) 941-6901

Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly after that. A letter can be sent for a 25th to 49th wedding anniversary. A scroll may be requested for a 25th, 50th, 55th, 60th, and 65th wedding anniversary as well as for each year after the 65th.

To request a scroll or letter from the Premier, ensure that your request is received at the Premier's office at least one month before the special birthday or anniversary. For more information, contact:

Your Member of the Legislative Assembly (MLA)

or

Correspondence Office of the Premier of Alberta
Room 307, Legislative Building
Edmonton, AB T5K 2B6
Phone: (780) 427-2251

General Information for Seniors

Birth, Marriage and Death Certificates

If you require a birth, marriage or death certificate, you may apply through a Registry Agent. You will be required to present identification and prove you are eligible to make the application.

For a list of Registry Agents in your area refer to your Yellow Pages under *Licensing and Registry Services* or telephone:

Edmonton: (780) 427-7013

In all other areas of Alberta you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 427-7013 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-7013.

Or visit the web site at: www.gov.ab.ca/gs

Consumer Debt Counseling

If you are having debt problems and would like to speak to a debt counselor, you can call Credit Counseling Services of Alberta. Debt counselors will work with you to explore your options for dealing with your debt. Credit Counseling Services of Alberta offers a variety of services including:

- assessment of your debt situation and possible alternatives
- self-help information packages
- orderly Payment of Debt program
- information on how to deal with creditors

For a free assessment or to discuss your situation with a credit counseling service in your area, please call:

Calgary: (403) 265-2201
Edmonton: (780) 423-5265
Outside of these areas: 1-888-294-0076

Collection Practices

Alberta legislation identifies what collection agencies can and cannot do when they are collecting a debt on behalf of a creditor. For more information or to obtain the tipsheet *Dealing with Bill Collection Agencies*, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs then click on Forms and Publications.

Last Will and Testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are two types of wills:

- a formal will: prepared for you by a lawyer
- a holograph will: prepared by you and done in your handwriting.

If you require a lawyer, and you do not have one, you can contact the

Lawyer Referral Service at 1-800-661-1095, see page 44 for more information.

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*.

Under the *Intestate Succession Act*:

- if you leave a surviving spouse but no children, your spouse will receive your entire estate.
- if you leave a surviving spouse and one child, the first $40,000 of the estate is transferred to your spouse. Your spouse will also receive half of the remaining estate. The other half of the remaining estate will go to the child.
- if you leave a surviving spouse and two or more children, the first $40,000 of the estate is transferred to your spouse. Your spouse will also receive 1/3 of the remaining estate. The remaining 2/3 of the estate is transferred to the children in equal shares.
- if you die leaving no surviving spouse or children, your estate will be transferred to your blood or legally adopted relatives in the order of their relationship to you.

For more information regarding this act, please contact the Lawyer Referral Service at: 1-800-661-1095.

What is an executor?

An executor is a person who is named in a will to be responsible for the administration of an estate. The executor is responsible for notifying relatives and beneficiaries, disposing of perishable assets, securing any estate assets that require immediate attention, making provisions for the immediate needs of the dependents of the deceased, and ensuring that proper funeral and burial arrangements are made.

For more information on wills, please contact your lawyer or call:

Lawyer Referral Service:
Toll-free: 1-800-661-1095

Who to Contact When Someone Dies

Most of the following activities will require proof of death. In most cases this will be a Death Certificate, in some instances a statement from the funeral home may be accepted. When you are unsure of the requirements, you may wish to call ahead to

confirm the documentation needed for a specific service. To order a Death Certificate, contact a Registry Agent (check the Yellow Pages under Licensing and Registry Services).

Funeral Arrangements

Check to find out if any funeral arrangements had been made previously by the deceased. If no funeral arrangements have been made, you will need to choose a time and place for the funeral or memorial service. If it is determined that there is no money for a funeral, contact the nearest Alberta Human Resources and Employment office before you have contacted a funeral director. Alberta Human Resources and Employment may be able to assist you.

Prices for funerals can vary significantly depending on the types of services requested. You should consult with more than one funeral director before making any final decisions.

To contact a funeral home, check the Yellow Pages under Funeral Planning.

The Alberta Funeral Service Association has a publication *Funerals: An Information Guide*. The publication offers information about planning a funeral, memorial service or military service. To obtain a copy of this publication contact the Alberta Funeral Service Association.

Calgary: (403) 274-1922
Toll-free: 1-800-803-8809
or write to:
Alberta Funeral Service Association
318 - 259 Midway Park S.E.
Calgary, AB T2X 1M2

Estate

Contact the executor (the person named in the Will to be responsible for the administration of an estate) who will arrange for the estate to be processed. If probate is required, the executor will arrange for this to be done. The executor is named in the Last Will and Testament of the deceased. The executor should contact the following agencies to inform them that the individual has passed away.

Government Pensions

Federal - Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension contact:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786

You should have available the name of the deceased, the date of death, the name of the executor (if the deceased had a Will) and the Social Insurance Number of the deceased. If the deceased was receiving Canada Pension payments, ask if the estate of the deceased is eligible for a Canada Pension Plan Death Benefit.

Provincial - Alberta Seniors Benefit contact:

Edmonton: (780) 427-7876
Toll-free: 1-800-642-3853

You will be required to give the Personal Health Number, the name and date of death of the deceased.

Private Employer Pensions

If the deceased was receiving a pension from a former employer, contact the pension plan, former

employer or union. Different plans may offer various levels of benefits to the deceased's estate and surviving spouse or children. Some plans may include lump sum payments or insurance payments to the estate. Some plans may provide full or reduced pension payments to the surviving spouse.

Alberta Health and Wellness

You will need to notify **Alberta Health and Wellness** at:

Edmonton: (780) 427-1432
Outside Edmonton or Calgary,
dial 310-0000 and ask for (780) 427-1432

The name and Personal Health Number of the deceased will be requested.

Canada Customs and Revenue Agency

A tax return must be filed for the deceased. You must include a copy of the death certificate and a copy of the Will or Letters of Probate. Canada Customs and Revenue Agency can supply you with its publication, *Guide for Preparing T1 Returns for Deceased Persons*.

Contact **Canada Customs and Revenue Agency** at:

Toll-free: 1-800-959-8281
Be sure to have the Social Insurance Number of the deceased available when you call.

Banking Institutions

Immediately notify the bank management and find out the bank's requirements for papers and changes. Most institutions will release funds to cover funeral and other related expenses if copies of contracts and receipts are provided. All institutions will ask for a Proof of Death Certificate and a copy of the Will. You should have the bank passbooks of the deceased updated to the date of death for income tax and accounting purposes.

Credit Cards

Credit cards should be cancelled with the credit card issuer and all cards in the name of the deceased should be destroyed. Some credit accounts are life insured and are paid up automatically upon death. If there are any outstanding debts, make arrangements to pay them out of the estate of the deceased.

Car Registration/ Insurance

If a vehicle was registered in the name of the deceased, contact a Registry Agent to transfer the vehicle's ownership (check the Yellow Pages under Licensing and Registry Services). The Registry Agent will need to see the vehicle registration, insurance policy, and documentation that will serve as proof of the death (Death Certificate or a copy of the Will). For more Registries information contact the Alberta Government Services, Consumer Information Centre at:

Toll-free: 1-877-427-4088

Ensure the name of the deceased is removed from any car insurance policies by contacting the insurance company.

Homeowners

If the deceased's name is on the title of property or a home, contact Alberta Land

Titles to have it changed. Special documentation will be required to change a title. For more information contact:

Calgary: (403) 297-6511
Edmonton: (780) 427-2742
E-mail: government.services@gov.ab.ca

In all other areas of the province you can call the nearest Land Titles office toll-free through the Service Alberta Contact Centre. If you have a touch-tone phone, dial 310-0000 and enter (780) 427-2742 for Edmonton or (403) 297-6511 for Calgary. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the number of the closest office.

Associations and Club Memberships

Notify the secretaries of all clubs and inquire if any dues or bills are outstanding.

For more information on whom to contact when a senior dies please call:

1-800-642-3853 (in Edmonton 427-7876)

Elder Abuse

Different service providers use their own definitions when responding to cases of elder abuse. This makes it difficult to respond to the problem using one specific definition. However it is generally agreed that elder abuse is described as any action or lack of action, which causes harm to an elderly person. Elder abuse takes on many forms:

- **physical abuse** - slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- **sexual abuse** - any forced sexual activity
- **psychological abuse** - humiliation, isolation, intimidation, threats, inappropriate control of activities, removal of decision-making power when the elderly person is still capable of making decisions
- **financial abuse** - misuse of a person's funds or property through fraud, trickery or force
- **neglect** - any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship

Where to go for help and information:

- local Regional Health Authorities listed on pages 59-60
- senior citizen centres (see pages 38-40 for local telephone numbers)
- family and Community Support Services - refer to your local telephone directory
- local Social Services Agencies - refer to your local telephone directory
- Alberta Mental Health Advisory Board (see page 58 for the telephone number)
- Calgary contact:
  Kerby Centre: (403) 265-0661
- Edmonton contact:
  Capital Health Link: (780) 408-5465
  or (780) 408-Link

For help or information regarding adults living in government-run care facilities, contact the Protection for Persons in Care line at 1-888-357-9339. See pages 64-65 for more information.

Frauds and Scams

On a daily basis seniors are being taken advantage of by criminals. Although many legitimate businesses market their products and services over the telephone (telemarketing), door to door, through the Internet, through the mail, or through newspaper and magazine ads, there are some unscrupulous people who will also use these methods to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you.

The following is a list of items strangers might try to sell you over the phone:

- one-time-only club memberships
- great promotional items
- sure-fire investments
- low-cost vacations
- lottery tickets
- a loan

Consumer Information

Business Guidelines

The following types of businesses must follow the guidelines set in place by Alberta Government Services, Consumer Services Division to protect consumers:

Electricity Marketers

Alberta households (other than those in the City of Medicine Hat) can choose which electricity marketing company will supply their electricity. An electricity marketer is an independent marketing company whose rates are not regulated by any provincial or municipal government or agency. These companies are not affiliated with the Government of Alberta.

Electricity marketers must be licensed by Alberta Government Services, post a security, follow a code of conduct, and provide consumers with specific information in the contract.

If you sign a contract with an electricity marketer, you have a 10-day cooling off period during which you can cancel the contract with no cost or penalty.

For more information about the above, including when you will have to make a decision, or to get a copy of the tipsheet *Electricity Marketing:What Consumers Should Know*, call the Alberta Government Services, Consumer Information Center at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit the web site at www.gov.ab.ca/gs
then click on Forms and Publications.

For more information about electricity deregulation, visit the Customer Choice web site at: www.customerchoice.gov.ab.ca

Internet Sales

Internet sellers must now disclose specific information so consumers can make informed decisions before they buy. Sellers must also provide a copy of the contract, which contains the required information, within 15 days after the consumer enters into the contract; and allow consumers to cancel the contract in

certain circumstances - for example, if a seller fails to disclose the required information or deliver the goods or services on time.

Consumers who use a credit card for purchases can obtain refunds from the credit card company if the Internet seller refuses or ignores the consumer's cancellation. For more information or a copy of the tipsheet *Shopping on the Internet* contact the Alberta Government Services, Consumer Information Centre in Edmonton (780) 427-4088 Toll-free: 1-877-427-4088 or visit their web site at www.gov.ab.ca/gs then click on Forms and Publications.

Natural Gas Direct marketers

Most Albertans now have a choice of buying natural gas from a natural gas direct marketer or their current utility company.

Natural gas direct marketers are not associated with your local utility company or the provincial government. Any rebates or special offers made to encourage you to sign a contract are not part of any government or local utility program.

If you sign an agreement with a natural gas direct marketer for gas supply for your home, you have a 10-day cooling off period, during which time you can cancel the contract with no cost or penalty. For more information or to obtain the tipsheet *Direct Marketing of Natural Gas:What Consumers Should Know*, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs then click on Forms and Publications.

Door-to-door or direct sales

Most written door-to-door contracts that have been solicited, agreed upon and signed in your own home, can be cancelled within 10 days of the date you got your copy. You don't need a reason to cancel. For more information about cancellation, and contract requirements, or to obtain the Alberta Government Services' tipsheet *Dealing With Door-to-Door Sales*, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs then click on Forms and Publications.

Advance fee loan brokers

Loan brokers do not lend money to consumers. They find lenders and make the loan arrangements for a fee. Loan brokers cannot ask for the fee before you get the loan. Fees have often been called an administration charge, a processing fee, insurance charges, file preparation fees, sign-up fees, and retainers. Loan brokers must take their fee from the loan balance and send you the remainder. If you have questions about advance fee loan brokers, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088

Negative option sales

Companies cannot ask you to pay for unordered goods or services. Some businesses use negative option as a sales tool. They send

the product, and unless you tell them you don't want it, you have to pay for it. This is now against the law in Alberta unless you tell the company in writing that you agree to pay for the product or service. For more information, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088

Time-share

If you buy a time-share you have the right to cancel the contract either under the *Fair Trading Act* (7 days) or the *Real Estate Act* (30 days). The cancellation period depends on the type of time-share you buy. For more information or to get a copy of the tipsheet *Buying Time Shares*, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs
then click on Forms and Publications.

Credit and Personal Reporting

You have a right to look at, add an explanation to, and protest information in your file held by a credit-reporting agency. There are also rules about what kind of information can be on your file and who can get a report about you. For more information or a copy of the tipsheet *Credit and Personal Reporting*, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs
then click on Forms and Publications.

Vehicle sales and repair complaints

The Alberta Motor Vehicle Industry Council (AMVIC) licenses automotive businesses including vehicle sales (retail), body shops, garages, specialty repair shops (e.g., transmission repairs), mobile automobile repair, and prepaid auto service contracts. The council also deals with complaints and inquiries about these businesses. For more information contact:

Alberta Motor Vehicle
Industry Council (AMVIC)
Box 11, Suite 303
9945 50 Street
Edmonton, Alberta T6A 0L4
Phone: (780) 466-1140
Toll-free: 1-877-313-3833
or visit their web site at www.amvic.org

Protecting Yourself

Protect yourself from frauds and scams by considering the following suggestions:

- take your time! Don't be pressured into making an immediate decision and take time to speak with a family member, friend or someone you trust before completing a transaction that you are not comfortable with
- never give your credit card number to people calling over the phone and don't ever send money by messenger or overnight mail

- call PhoneBusters or the Alberta Government Services, Consumer Information Centre if the offer sounds too good to be true
- never buy something merely because the seller is offering a **Free Gift**
- if you are feeling uncomfortable or pressured by the caller, **Hang Up**
- always remember if it sounds too good to be true, it probably is
- watch out for people asking you for "shipping and handling" fees or to pay a "small gift tax" in order to receive a prize. Legitimate contests won't ask you to send money to receive a prize.

Home Renovations

When a written renovation contract has been solicited, agreed upon and signed within your home, and the contractor has accepted money before the work is completed, the *Fair Trading Act* gives you the right to cancel the contract without giving a reason. You must cancel no later than 10 days after receiving your copy of the contract. You may also have more cancellation rights. For more information about cancellation, licensing and bonding, or to obtain the tipsheet *Home Renovations and Repairs* contact the Alberta Government Services, Consumer Information Centre at:

Edmonton (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at: www.gov.ab.ca/gs
then click on Forms and Publications.

Homeowners Beware

Homeowners need to know that home-repair frauds are occurring more frequently.

- avoid contractors who knock on your door and claim they are doing some work in the area and offer you a 'special price' for repairs they feel your home needs
- be wary of contractors who promise you a discount for work done if you agree to allow them to use your home to 'advertise' their work
- be cautious of contractors who quote a price without seeing what needs to be repaired
- be aware of contractors who demand a large down payment to buy materials
- be cautious of contractors who offer to conduct a free inspection of your home and then suggest major repairs.

Before hiring a contractor, have the individual provide you with the following information:

- municipal business licence
- Canada Customs and Revenue Agency GST number
- workers' compensation account number
- provincial prepaid contractors licence number - if the contractor is asking for money before the job is finished and is looking for work and discussing the contract away from the contractor's normal place of business (not all contractors have to have a provincial licence). The provincial licence number will be on the salesperson's identification card. Alberta Government Services licenses prepaid contractors.

Remember: Legitimate businesses are not concerned about consumers checking past customer relationships, and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them. You should always shop around. Get more than one quote and compare the cost before deciding which contractor to go with.

For more information contact:
PhoneBusters (telemarketing fraud complaints):

Toll-free: 1-888-495-8501
or visit their web site a:
www.phonebusters.com

Alberta Government Services, Consumer Information Centre:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit their web site at www.gov.ab.ca/gs
for information and tipsheets.

Government Income Programs

Alberta Government Income Support Programs

Alberta Seniors Benefit Program

The Alberta Seniors Benefit program (ASB) is designed to assist lower income seniors. This program is administered by the Seniors Financial Assistance Branch of Alberta Seniors. To be considered for the Alberta Seniors Benefit program, you must complete an application form.

If you are eligible for this program, you could receive:

- a cash payment and a full exemption of your Alberta Health insurance premiums
- a full or partial exemption of your Alberta Health insurance premiums.

You only need to apply once for the Alberta Seniors Benefit program. However, it is your responsibility to inform the program whenever you have changes to your:

- accommodation
- marital status
- eligibility for the federal Old Age Security Pension
- your annual income, if you do not file an individual income tax return.

General Eligibility Requirements

To be eligible for the Alberta Seniors Benefit you must:

- be 65 years of age or older
- be an Alberta resident for at least three months immediately before applying
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrants)
- have an income level within the limits allowed by the program.

Cash Benefit Component

The annual cash benefit is determined by four factors:

- the type of accommodation you live in
- your marital status
- your income (combined with your spouse's income)
- whether you are eligible for the federal Old Age Security pension.

The first two factors determine the maximum cash benefit you may be eligible for, and the last two determine how much of that maximum you are eligible to receive.

In order to ensure that a cash benefit is paid to those seniors most in need, the Alberta Seniors

Benefit program is income based. In other words, the lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

In general, a single senior with income of $18,745 or less, and senior couples with combined income of $28,530 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since the source and composition of income will vary from one individual to another, please see the Alberta Seniors Benefit Information Booklet for more information.

Maximum Cash Benefit Available

Accommodation and Marital Status	Maximum Annual Cash Benefit
Renter	
Single Senior	$2,820
Couple	$4,200
Long-Term Care Resident	
Single Senior	$2,820
Couple	$4,200
Mobile Homeowner (on rented land)	
Single Senior	$2,640
Couple	$4,020
Homeowner	
Single Senior	$2,220
Couple	$3,600
All Other Residence Categories	
Single Senior	$1,800
Couple	$3,600

If your annual income level changes, the level of your cash benefit in the following benefit year will also change.

Alberta Health Insurance Premium Exemption

If you qualify for a cash benefit, your Alberta Health insurance premiums will be fully exempted by Alberta Health and Wellness.

If you do not qualify for a cash benefit, the following are the ranges of (combined) income that allow an exemption of Alberta Health insurance premiums by Alberta Health and Wellness. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since the source and composition of income will vary from one individual to another, please see the Alberta Seniors Benefit Information Booklet for more information.

Alberta Health Insurance Premium Thresholds

	Full Exemption	Partial Exemption	No Exemption
Single Senior Income	$0 to $23,335	$23,336 to $26,855	Over $26,855
Couple Combined Income	$0 to $37,670	$37,671 to $44,710	Over $44,710

Annual premiums payable for those receiving no exemption are $528 per year for single seniors and $1,056 per year for senior couples and families. Bills are mailed by Alberta Health and Wellness on a quarterly basis.

Program Cycle

The benefit year of the program is twelve months, starting July 1st of the current year and ending June 30 of the following year. The Alberta Seniors Benefit program normally bases your cash benefit for the current program year on your income for the prior calendar year. An exception is made for single seniors or couples applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine current benefit year eligibility.

If you do not receive an application package in the mail by your 65th birthday or if you have more questions about this program, please call 1-800-642-3853 (in Edmonton 427-7876).

Your application package will contain detailed instructions for completing the forms, as well as what information you need to include with the completed application.

Special Needs Assistance for Seniors Program

The Special Needs Assistance for Seniors program is an income-based program, administered by Alberta Seniors, that provides a lump-sum cash payment to eligible lower-income seniors. Under this program, seniors who are facing financial difficulty in paying extraordinary, one-time personal expenses and have no other resources to draw on can apply for assistance of up to $5,000 per benefit year. Monthly income and allowable expenses determine the amount that is actually received.

Eligibility

To be eligible for a Special Needs Assistance for Seniors benefit you must:

- be 65 years of age or older
- have lived in Alberta for at least 3 months before applying
- have completed an application for the Alberta Seniors Benefit program
- be eligible for a cash benefit from the Alberta Seniors Benefit program or a full or partial exemption of your Alberta Health Care Insurance premiums
- be receiving the federal Old Age Security pension
- have submitted a complete Special Needs Assistance for Seniors application
- show you are unable to meet unexpected or extraordinary expenses

Generally, a single senior with an annual income below $18,745 and senior couples with an annual income below $28,530 are likely to receive a benefit.

Available Assistance

In any given benefit year, you can apply for a benefit of up to $5,000. The amount of the benefit will depend on the level of financial difficulty that is demonstrated on your application. A benefit year runs from July 1 of one year to June 30 of the following year.

Last Resort Program

The Special Needs Assistance for Seniors program is a last-resort program. All other sources of funding must be utilized prior to applying to the Special Needs Assistance for Seniors program. Below are a few examples of provincial and federal government programs that offer assistance.

These programs should be applied to before applying to the Special Needs Assistance for Seniors program:

- federal income security programs - Old Age Security/Guaranteed Income Supplement/Allowance/Allowance for the Survivor, see pages 24-25 for more information
- medical supplies/hearing aids - Alberta Aids to Daily Living, see pages 52-54 for more information
- home repair programs - Residential Rehabilitation Assistance Program (RRAP), Home Adaptations for Seniors Independence (HASI), see pages 33-34 for more information
- diabetic supplies - Alberta Monitoring for Health Program, see page 26 for more information
- home support programs - Home Care, see page 55 for more information

These programs and services are just a few of the programs that are described in this booklet. Before applying to the Special Needs Assistance for Seniors program, please research all of the federal and provincial benefits available.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is income-based to ensure that assistance goes to those seniors most in need.

How to Apply

If you have exhausted all other sources of funding and continue to have financial difficulties, you can apply to the program by submitting a complete Special Needs Assistance for Seniors application form. If you have not already done so, you will be asked to submit an Alberta Seniors Benefit application. If you are approved for benefits from the Alberta Seniors Benefit program and you meet all the Special Needs Assistance for Seniors program eligibility requirements (see page 19 for eligibility requirements), your application will be assessed.

Further Information

If you would like more information on the Special Needs Assistance for Seniors program please telephone:

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

Note: If you are calling in regards to your Alberta Seniors Benefit or your Special Needs Assistance for Seniors file please have your Personal Health Number available.

You may write to the **Alberta Seniors Benefit or the Special Needs Assistance for Seniors programs** at:

Box 3100
Edmonton, AB T5J 4W3
You may visit the Alberta Seniors web site at:
www.seniors.gov.ab.ca

Provincial Non-Seniors Income Programs

Alberta Human Resources and Employment assists non-seniors with little or no income, and in special circumstances, under three programs:

Alberta Widows' Pension Program

The Alberta Widows' Pension Program provides financial, health care, and housing assistance to low-income widows or widowers ages 55 through 64.

To obtain an application or more information contact:

Alberta Widows' Pension Program
Alberta Human Resources and Employment
8 Floor, 10035 108 Street
Edmonton, AB T5J 3E1
Phone: (780) 422-4080

Assured Income for the Severely Handicapped (AISH)

The Assured Income for the Severely Handicapped (AISH) program provides financial and medical benefits to adults with a permanent and severe disability that severely impairs their ability to earn a livelihood. Assets, income, age and residency are taken into account in determining eligibility and benefit levels. A monthly benefit called Modified AISH may be paid to disabled persons living in continuing care facilities licensed under the *Hospitals Act*, the *Nursing Home Act* or listed in the AISH regulations.

Supports for Independence (SFI) (Social Assistance)

Supports for Independence (SFI) is a program of last resort that provides financial and medical benefits to Albertans who do no have the means to support themselves. Assets and income are taken into account in determining eligibility and benefit level. Individuals, who are capable of employment and are unemployed, must look for work or prepare for the labour market through skill training. Clients with multiple barriers to employment such as medical impairment, age or minimal education may be placed in the Assured Support category and receive higher benefits.

Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension are unlikely to be eligible for assistance form this program.

Information on all these programs may be obtained by accessing the Government of Alberta web site at: www.gov.ab.ca

A listing of all Alberta Human Resource and Employment offices can be found at: www3.gov.ab.ca/hre/offices/ahre_offices.htm

Alberta Human Resources and Employment offices are also listed in local telephone directories under Government of Alberta. Dial 310-0000 for toll-free access to any government office.

Government Income Programs

Federal Government Income Support Programs

The Government of Canada, through the Income Security Programs (ISP) of Human Resources Development Canada, delivers the Canada Pension Plan benefit and Old Age Security benefits.

When you call the offices of Human Resources Development Canada, you will be able to use an interactive voice response system. This system allows you to get basic information about the benefits or change your address by simply pushing buttons on your telephone. If you prefer, you will also be able to speak directly to a staff member.

In all areas of the province, phone the ISP Telecentre toll-free:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

The federal government has offices in different areas of the province where you can obtain information about Old Age Security benefits and the Canada Pension Plan benefits.

Canada Alberta Service Centres:

Edmonton
Main Floor, Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C2
Hours of Operation:
8:30 a.m.-4:30 p.m*.
Monday to Friday
*except Tuesday: 10:00 a.m.-4:30 p.m.

Calgary
270 Harry Hays Building
220 4 Avenue SE
Calgary, AB T2G 4X3
Hour of Operation
8:30 a.m.-4:30 p.m.*
Monday to Friday
*except Wednesday: 9:30 a.m.-4:30 p.m.

Red Deer
First Red Deer Place
2 Floor, 4911 51 Street
Red Deer, AB T4N 6A1
Hours of Operation:
8:30 a.m.-4:30 p.m.
Monday to Friday

Lethbridge
East Entrance
200 5 Avenue S
Lethbridge, AB T1J 4L1
Hours of Operation
8:30 a.m.-4:15 p.m.
Monday to Friday

Any questions and/or concerns can be answered by calling the ISP telephone number toll-free. The offices use an appointment system. Please call to arrange an appointment before visiting an office. Phones are very busy after the 20th of each month. In order to avoid a long wait, it is recommended you call early in the month and/or in the early or latter part of the day.

You can make inquiries and book appointments by calling the ISP Telecentre toll-free line at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Hours of Operation
8:00 a.m.-4:00 p.m.*
*except Wednesday: 9:00 a.m.-4:30 p.m.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment.

There are three kinds of Canada Pension Plan benefits.

Disability Benefits

The Canada Pension Plan pays a monthly benefit to people who are under the age of 65, who have contributed to CPP and who are disabled according to Canada Pension Plan legislation. The children's benefit is a monthly benefit for dependent children of a disabled contributor.

For further information on the Federal Income Security Programs telephone the Telecentre toll-free from anywhere in Alberta:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

Retirement Pension

You may be eligible for a retirement benefit if you have paid into CPP for at least one year. You can apply for your retirement pension as early as age 60.

If possible, submit your application six months before you wish the pension to begin.

A spouse or common-law partner, in an ongoing relationship, can apply to share their Canada Pension Plan retirement pension payments. Even if only one of you has been a contributor to the Canada Pension Plan, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any Canada Pension Plan retirement pension for which you may be entitled.

A retirement pension may be paid as early as age 60 providing you have ceased or substantially ceased working.

Once you begin receiving your retirement pension you can no longer contribute to the CPP if you return to work. You should inform your employer, who should discontinue CPP contributions.

Survivor Benefits

There are three types of survivor benefits:

The surviving child benefit is a monthly benefit for dependent children of a deceased contributor.

The death benefit is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.

The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

To obtain information and application forms, call the ISP Telecentre toll-free at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

Credit Splitting after Divorce or Separation

When a legal marriage or common-law partnership ends in divorce or separation, Canada Pension Plan credits can be divided. Your divorce or separation must have occurred after January 1, 1987.

To obtain information and application forms, telephone the ISP Telecentre toll-free at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

Old Age Security Pension

To be eligible for the Old Age Security pension (OAS), a federal government benefit, you must:

- be at least age 65 (you do not have to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

Payments can increase in January, April, July, and October of each year if there is an increase in the national cost-of-living. Your first cheque is payable the month following your 65th birthday. If you do not apply for the pension until after your 65th birthday, any back payments due to you, up to a maximum of 12 months, will be included in your first pension cheque.

You must apply for this pension. If possible, send in your application six months before your 65th birthday. Application forms are available at any Income Security Programs office or by telephoning the Telecentre toll-free number at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS), a federal government benefit, is available to seniors who receive the Old Age Security pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you would receive depends on:

- marital status-single, married, widowed, divorced or common-law
- total family income in the previous calendar year, if you are married or living common-law,

the income of your spouse or common-law partner is included

The Guaranteed Income Supplement is added to the federal Old Age Security cheque each month.

Payments can increase in January, April, July, and October of each year if there is an increase in the national cost-of-living.

Applications for the Guaranteed Income Supplement are available from the ISP Telecentre at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

An initial application must be submitted to receive this benefit. To continue receiving GIS benefits each year you must submit a renewal form, or if you file an income tax return by April 30, your GIS benefit will automatically be renewed. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The Allowance, a federal government benefit, is paid to the spouse of a senior receiving the Guaranteed Income Supplement. A common-law partnership might be recognized. To be eligible you must:

- be age 60 through 64 (proof of age is required)
- have lived in Canada at least 10 years after age 18, before you apply, if you were born outside of Canada, you must have proof of legal status as well as proof of age

The amount of the allowance depends on a couple's combined income in the previous calendar year.

Payments can increase in January, April, July, and October each year if there is an increase in the national cost-of-living.

People who may be eligible for this federal government allowance should apply six months before their 60th birthday. This allowance could be applied for any time between ages 60-64 and could continue until the age of 65.

To obtain application forms, call the ISP Telecentre toll-free at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

There is an Allowance for the Survivor that is available to a widow or widower of a legal marriage or common-law partnership who has little or no other income and who is between the ages of 60 to 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year.

An initial application must be submitted to receive this benefit. To continue receiving the Allowance for the Survivor each year, you must submit a renewal form, or if you file an income tax return by April 30, your Allowance or Allowance for the Survivor will automatically be renewed.

Helping Agencies

Alberta Monitoring for Health Program

Administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness, the Alberta Monitoring for Health Program helps eligible registrants pay for their diabetic supplies. There is a limit on the total reimbursement during each benefit period.

To be eligible you must:

- have diabetes mellitus
- be taking insulin
- be a resident of Alberta
- not have any other insurance coverage for any diabetic supplies other than medication
- have received training in self-monitoring of blood glucose if you are requesting blood testing strips
- be eligible for Alberta Health and Wellness coverage.

For information, contact:

Alberta Monitoring for Health Program
Suite 1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: (780) 423-2634
Toll-free: 1-800-267-7532
Fax: (780) 423-3322

Alberta Alcohol and Drug Abuse Commission (AADAC)

AADAC contributes to the health of Albertans through a province-wide system of addictions treatment, prevention and information services for alcohol, other drug and gambling problems.

AADAC has services for adults, youths, families and communities. All services are voluntary and confidential, and many are free of charge for Albertans.

AADAC has offices and treatment centers in 40 communities throughout the province including 25 Area Offices in rural communities and 25 independently operated funded agencies assisted by the Commission.

AADAC is an agency funded by the Government of Alberta

How to access service

If you have an urgent problem with alcohol or other drugs, contact your closest detoxification centre or hospital emergency room (if acute medical care may be required).

If you have a less urgent concern about alcohol, other drugs or gambling, or are seeking information, contact your nearest AADAC

office, listed in the telephone directory "White Pages" under *Alberta Alcohol and Drug Abuse Commission*.

AADAC 24 Hour Detoxification Centres

Calgary
Renfrew Recovery Centre
Phone: (403) 297-3337

Edmonton
AADAC Recovery Centre
Phone: (780) 427-4291

Grande Prairie
Northern Addictions Centre - Detoxification Program
Phone: (780) 538-6300

Help Lines (24 Hour – Toll-free)
For gambling problems, phone:
1-800-665-9676
For alcohol or other drug problems, phone:
1-866-33AADAC (332-2322)
Visit AADAC's website at:
www.gov.ab.ca/aadac/

Alberta Human Rights and Citizenship Commission

The Alberta Human Rights and Citizenship Commission administers the *Human Rights, Citizenship and Multiculturalism Act*, which protects people in Alberta from discrimination. The commission provides free information on a confidential basis to people who believe they may have experienced discrimination in Alberta, who are responding to a human rights issue, or who are seeking more information about human rights in Alberta. The Act allows people to make a complaint to the commission if they feel that they have experienced harassment or have been discriminated against under specific areas and grounds protected under the Act. The commission also provides education and information programs and services on the legislation, and on preventing discrimination and fostering equality.

For more information about the Alberta Human Rights and Citizenship Commission, visit their web site at www.albertahumanrights.ab.ca or contact them at:

Northern Regional Office
800 Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Phone: (780) 427-7661
Fax: (780) 427-6013

Southern Regional Office
Suite 310, 525 11 Avenue SW
Calgary, AB T2R 0C9
Phone: (403) 297-6571
Fax: (403) 297-6567

Deaf or hard of hearing with TTY:
Edmonton: (780) 427-1597
Calgary: (403) 297-5639
E-mail: humanrights@gov.ab.ca

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. If you have a touch-tone telephone dial 310-0000 and enter the 10 digit phone number for the office nearest you (be sure to include the area code). If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

More information is available through an automated fax request line at (780) 422-8723 or through the Commission's web site at: www.albertahumanrights.ab.ca.

The Canadian National Institute for the Blind

The Canadian National Institute for the Blind (CNIB) provides counseling, rehabilitation services, and support to help blind, deafblind, and visually impaired people.

Calgary
15 Colonel Baker Place NE
Calgary, AB T2E 4Z3
Phone: (403) 266-8831
Toll-free: 1-800-376-2642
TDD: 264-0105
Fax: (403) 265-5029

Grande Prairie
Suite 200
4-9728 Montrose Avenue
Grande Prairie, AB T8V 2B6
Phone: (780) 539-4719
Fax: (780) 539-3331

Medicine Hat
533 1 Street SE
Medicine Hat, AB T1A 0A9
Phone: (403) 527-2211
Fax: (403) 526-3548

Collect calls are welcome at all offices.

More than 45 support groups for seniors with vision loss are available in communities throughout Alberta. The Seniors and Vision Loss Program trains seniors as peer facilitators to lead the support groups. This program also provides information about vision loss and the resources available to seniors and professionals who work with seniors.

For information about the Canadian National Institute for the Blind visit their web site at www.cnib.ca or contact them at:

Edmonton
12010 Jasper Avenue NW
Edmonton, AB T5K 0P3
Phone: (780) 488-4871
Toll-free: 1-800-365-2642
TDD: 482-2791
Fax: (780) 482-0017

Lethbridge
100 Deveta Place
410 Stafford Drive S
Lethbridge, AB T1J 2L2
Phone: (403) 327-1044
Fax: (403) 380-2672

Red Deer
Box 101
Red Deer, AB T4N 5E7
Phone: (403) 346-0037
Fax: (403) 346-0037

Family and Community Support Services

These provincial/municipal programs, available in many parts of Alberta, provide funding for, and assistance with, the development of community programs of interest to senior citizens. Many also provide information about available services.

In some communities, Family and Community Support Services assists seniors by offering home chore services, transportation, visiting services, and various outreach programs. For information, contact Family and Community Support Services listed in local telephone directories.

Meals-on-Wheels

Usually for a fee, Meals-on-Wheels provides one hot meal a day to seniors in their homes. These services are available in many areas of Alberta. For information about Meals-on-Wheels, contact your local Regional Health Authority (telephone numbers and addresses are on pages 59-60)

Calgary
Glenmore Landing
D272 1600 90 Avenue SW
Calgary, AB T2V 5A8
Phone: (403) 640-4765 or 1-888-499-6999
Fax: (403) 640-4478

Grande Prairie
205, 11330 106 ST
Grande Prairie, AB T8V 7X9
Phone: (780) 532-1012
Fax: (780) 532-0484

The Support Network - Distress Line

A 24-hour confidential, non-judgmental, supportive, listening service, providing support and referrals for people experiencing difficulty in their lives. Help is also provided in suicide and violent situations.

Edmonton and area:
(780) 482-4357 (HELP)
Drayton Valley, High Prairie
and Aspen Health Authorities regions:
Toll-free: 1-800-232-7288

Victorian Order of Nurses

The Victorian Order of Nurses is a non-profit charitable organization administered by voluntary boards. The Victorian Order of Nurses offers health and support services at nominal fees.

For services that may be available in your community, call the Victorian Order of Nurses:

Edmonton
Room 100
4936 87 Street
Edmonton, AB T6E 5W3
Phone: (780) 466-0293
Fax: (780) 463-5629

Medicine Hat
631 Prospect Drive SW
Medicine Hat, AB T1A 4C2
Phone: (403) 529-8025
Fax: (403) 529-8026

Housing Programs

Alberta Government Housing Programs

Senior Citizens' Lodge Program

The Seniors Citizens' Lodge program offers single or double bedrooms, meals, housekeeping services, linen/laundry, and recreational services. Management bodies administer the lodges. Municipalities that formally support the lodges have representatives on the boards of the management bodies.

Provincially funded senior citizens' lodges are operated in accordance with a set of approved standards. The *Standards for the Operation of Seniors Citizens' Lodges* are used by reviewers from Alberta Seniors and the Alberta Senior Citizens' Housing Association who conduct lodge reviews. Each lodge is reviewed every three years and those lodges that meet the standards are certified. Senior citizens who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Applicants may need to meet local community residency requirements.

The local management body sets lodge rates. To protect lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income. Operating deficits are partially offset by a grant from the provincial Lodge Assistance Program, with the remainder of the deficit being paid by the contributing municipalities.

For more information please call:

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

or write to:

Alberta Seniors
Housing Services Division
Mailing Address:
Box 3100
Edmonton, AB T5J 4W3

or visit the Alberta Seniors web site at:
www.seniors.gov.ab.ca

Senior Citizen's Self-Contained Program

The Senior Citizen's Self-Contained program provides affordable apartment accommodation for low-income senior citizens who cannot afford private sector accommodation. Management and tenant selections are delegated to management bodies.

Senior citizens whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services are eligible to apply for this program. Applicants are prioritized on the basis of need.

Community residency requirements may be in place. Rent is based on 30 percent of a household's adjusted income.

For more information please call:

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

or write to:

Alberta Seniors
Housing Services Division
Mailing Address:
Box 3100
Edmonton, AB T5J 4W3
or visit the Alberta Seniors web site at:
www.seniors.gov.ab.ca

Provincial Home Adaptation Program

Homeowners, tenants or landlords may apply to receive a provincial government grant to assist in completing permanent wheelchair modifications which improve access, facilitate movement, and significantly contribute to the safety and security of the wheelchair user. If you are a homeowner or tenant and your total household income for the previous calendar year was less than $27,000 you may be eligible for a grant of up to $5,000.

If your total household income was between $27,000 and $32,000 the grant is up to $2,500.

As an eligible homeowner or tenant, you must:

- be a wheelchair user, or an individual whose severe disability will eventually require the use of a wheelchair
- live in the home to be adapted
- have a household income equal to or less than $32,000 for the previous calendar year, or currently receive benefits from the Assured Income for the Severely Handicapped program
- ordinarily reside in Alberta and the eligible homeowner or tenant's home must be located in Alberta
- be a Canadian citizen or permanent resident of Canada

Modifications which are part of, or fixed to the unit or building are eligible, if they:

- facilitate access to the unit including the provision of ramps, wheelchair lifts, sloped walk-ways, and lowered thresholds
- facilitate movement inside the unit such as door widening, kitchen and bathroom cabinet modifications, or installation of grab bars

Landlords who apply must agree to rent to an eligible tenant for not less than one year. The Landlord and Alberta Seniors must agree on the proposed modifications and the allocation of grant funds.

If you apply for this grant and receive approval, you should not expect payment for modifications that were done before your application was approved.

For information and application forms contact:

Home Adaptation Program
Alberta Seniors
Housing Services Division
PO Box 3100
Edmonton, AB T5J 4W3

Or for more information contact:

The Home Adaptation Program:
Edmonton: (780) 427-5760

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 427-5760 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-5760.

Housing Registries

Housing registries have lists of senior citizens' apartments, lodges, and management bodies. They may also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 265-0661 (Ext. 230)

Edmonton
Society for the Retired and Semi-Retired
15 Sir Winston
Churchill Square NW
Edmonton, AB T5J 2E5
Phone: (780) 423-5510

Edmonton
Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: (780) 476-6595

Medicine Hat
Housing Registry
Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone:(403) 529-8383

If a housing registry is not available in your area, contact your local information centre, see pages 38-40, or Family and Community Support Services Office, listed in local telephone directories, or Alberta Seniors, see page 36.

Provincial Seniors Housing Registry

The Alberta Seniors Citizens' Housing Association (ASCHA) has an Internet based provincial housing registry that allows for searches by location, organization, project, project type tenure and rent level.

For more information visit their site at:
www.ascha.com

Housing Programs

Federal Government Housing Programs

Emergency Repair Program (ERP)

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the RRAP program. To qualify, the applicants' household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. This program provides a grant up to $4,635 (or $6,524 in northern areas) for repairs such as wood stoves, chimneys, fire protection, etc.

Home Adaptations for Seniors Independence (HASI)

This program is for seniors 65 years and older for minor home adaptations for age related difficulties. Household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. The program provides a forgivable loan of up to $2,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after the work is complete. Funds are also available to the owners of rental units.

Residential Rehabilitation Assistance Program (RRAP)

For the Disabled

This program is for low-income homeowners regardless of the age of the occupants. The house can be new but construction must be substantially complete, and the house must meet a minimum standard of health and safety. Household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. There is a further income scale to determine the amount of the forgivable loan. The program provides a forgivable loan up to $12,000 (or $14,000 in northern areas) for modifications such as wheelchair accessibility or other mobility adaptations, allergy-related modifications, age-related disabilities, and hearing or sight impairments. The forgivable loan does not have to be repaid as long as the

property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

For Homeowners

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair (roof leaking, furnace that needs replacement, etc.). Household income must be less than the Core Need Income Threshold established by the federal government. These income limits vary depending on where the property is located and how many people live in the house. There is a further income scale to determine the amount of the forgivable loan. The program provides a forgivable loan up to $12,000 (or $14,000 in northern areas) for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after work is done (depending on the amount of loan received).

For Rental and Rooming Houses

The Residential Rehabilitation Assistance Program is for owners of rental and rooming house properties intended as permanent accommodation for low-income tenants. Properties must be at least five years old and need at least one major repair. Tenant income must be less than the Core Need Income Threshold and rents must be less than the median market rent established by the federal government. The Rental program provides a forgivable loan up to $18,000 (or $21,000 in northern areas) per self-contained unit.

The Rooming House program provides a forgivable loan up to $12,000 (or $14,000 in northern areas) per bed unit. The program provides forgivable loans for major repairs required to bring the property up to a minimum standard of health and safety, and do not have to be repaid as long as the terms of the Operating Agreement are followed for four to 15 years (depending on the amount of the loan received). Funding is also available to convert non-residential buildings into affordable residential rental units.

Other Information

The Canada Mortgage and Housing Corporation (CMHC) has a variety of publications and videos available on housing-related topics, such as housing options for seniors, handicapped accessible homes, and information for first time homebuyers. Please contact the Canadian Housing Information Centre at 1-800-668-2642 or visit their webite at www.cmhc-schl.gc.ca.

For more information on the housing programs and Core Need Income Threshold, please contact Canada Mortgage and Housing Corporation in:

Edmonton
CMHC
Standard Life Centre
Suite 210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: (780) 423-8700

Calgary
CMHC
Suite 500, 708 11 Avenue SW
Calgary, AB T2R 0E4
Phone: (403) 515-3000

General Housing Information

Condominiums

There are new rules in place for condominiums that affect potential buyers and existing owners. To find out more, get the new tipsheets, Owning a Condominium and Buying a Condominium, from Alberta Government Services. Call the Alberta Government Services, Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
Web site: www.gov.ab.ca/gs

Landlord and Tenant Information

The Residential Tenancies Act identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information or to order a copy of the tipsheet Information for Landlords and Tenants, call the Alberta Government Services, Consumer Information Centre at:

Edmonton: 427-4088
Toll-free: 1-877-427-4088
Web site: www.gov.ab.ca/gs

Information and Referral Centres

Alberta Seniors Information

Detailed information and assistance on the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs is available through a toll-free telephone line. The Alberta Seniors Information Centre provides information on other programs and services available to seniors living in Alberta. This information service for seniors and their families or caregivers also provides referrals to government and non-government services and programs. For information, please call:

Toll-free: 1-800-642-3853
(Edmonton telephone 427-7876)

Alberta Seniors Information Service Centres

Alberta Seniors Information Service Centres assist seniors by providing detailed information regarding the Alberta Seniors Benefit and Special Needs Assistance for Seniors Programs. Outreach (displays and presentations), general information regarding seniors programs and referral services are also available.

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 265-0661
Fax: (403) 264-7047

Edmonton
Main Floor
Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: (780) 427-7876
Fax: (780) 422-5954

Grande Prairie
1601 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5300
Fax: (780) 538-5308
(please call for an appointment)

Lethbridge
Main Floor
Lethbridge Seniors Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: (403) 381-5469
Fax: (403) 382-4533
(please call for an appointment)

Medicine Hat
203 Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: (403) 529-3156
Fax: (403) 526-8813
(please call for an appointment)

Red Deer
Main Floor
Golden Circle Resource Centre
4620 47 Avenue
Red Deer, AB T4N 3P5
Phone: (403) 340-7647
Fax: (403) 343-7977

St. Paul
3 Floor, Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: (780) 645-6297
Fax: (780) 645-4760
(please call for an appointment)

Stony Plain
Main Floor, Provincial Building
4709 44 Avenue
Stony Plain, AB T7Z 1N4
Phone: (780) 968-6552
Fax: (780) 968-6553
(please call for an appointment)

Service Alberta Contact Centre

You can contact any provincial government program by calling the Service Alberta Contact Centre. To use this toll-free service from anywhere in Alberta, simply dial 310-0000 and then enter the 10 digit telephone number or dial zero for assistance. If you do not have a touch-tone telephone, stay on the line and an operator will help you place your call.

Example: If you were calling Alberta Health and Wellness from outside of the Edmonton area, you would dial 310-0000 then dial (780) 427-1432.

Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. The Service Alberta Contact Centre is a province wide toll-free service. No long distance charges will apply.

Deaf or hearing impaired with
TDD/TDY units call:
Toll-free: 1-800-232-7215
Edmonton and area: (780) 427-9999

Alberta Government Services, Consumer Information Centre

The Consumer Information Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Subject areas include landlord and tenant issues, collection practices, natural gas marketers, door-to-door sales, credit reporting, time shares, auctions, advance fee loan brokers, home improvement contracting, negative option sales, electricity marketers, unfair market practices and charitable fund-raising.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or

visiting the Department's web site. For more information contact:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit the web site at www.gov.ab.ca/gs

Human Resources Development Canada Income Security Program Information Centre

Telecentre

For information regarding Old Age Security or Canada Pension Plan telephone:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786
Web Site: www.hrdc-drhc.gc.ca/isp

Outreach Program

Income Security Programs offer an Outreach program for the public, organizations and businesses. Outreach services include publications, presentations and booths at fairs and shows.

For further information contact your nearest Outreach Office:

Canada Alberta Service Centre
Edmonton Downtown
260, 9700 Jasper Avenue
Edmonton, AB T5J 4C2

Canada Alberta Service Centre
5, 346 Third Street SE
Medicine Hat, AB T1A 0G7

Canada Alberta Service Centre
280, 220 4 Avenue SE
Calgary, AB T2G 4X3

Canada Alberta Service Centre
First Red Deer Place
2 Floor, 4911 51 Street
Red Deer, AB T4N 6A1

or contact your nearest Outreach Officer by telephoning:

English: 1-800-277-9914
French: 1-800-277-9915
TTY Only: 1-800-255-4786

Local Information and Referral Centres

In addition to Public Health Services and Family and Community Support Services offices, many communities have local information centres that provide information on the services available in your community. Larger centres are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 265-0661
Fax: (403) 264-7047
Web site: www.kerbycentre.com
E-mail: kerbycentre@kerbycentre.com

Calgary
Calgary Seniors Resource Society
Box 716
George C. Kingtower
807 6 Street SE
Calgary, AB T2G 4V8
Phone: (403) 266-6200
Fax: (403) 269-5183

Camrose
Camrose and District Senior Centre
5415 49 Avenue
Camrose, AB T4V 0N6
Phone: (780) 672-7022
Fax: (780) 679-0194
E-mail: srcentre@telusplanet.net

Edmonton
The Support Network Community
Service Referral Line
301, 11456 Jasper Avenue
Edmonton, AB T5K 0M1
Phone: (780) 482-4636 (info)
Fax: (780) 488-1495
Web site: www.thesupportnetwork.com
E-mail: csrl@thesupportnetwork.com

Edmonton
The Society for the Retired
and Semi-Retired
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: (780) 423-5510
Fax: (780) 426-5175
Web site: www.srsr-seniors.com
E-mail: srsr@icrossroads.com

Fort McMurray
Salvation Army Seniors
9919 MacDonald Ave
Fort McMurray, AB T9H 1S7
Phone: (780) 743-4135
Fax: (780) 791-2909
E-mail: sachild@home.com

Grande Prairie
Grande Prairie and Area
Council on Aging Seniors Outreach
Suite 102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: (780) 539-6255
Fax: (780) 538-1115
E-mail: outreach@incentre.net

Lacombe
Family and Community Support Services
Kent House
5103 49 Street
Lacombe, AB T4L 1J4
Phone: (403) 782-6637
Fax: (403) 782-6639
Web site: www.town.lacombe.ab.ca
E-mail: lacfcss@telusplanet.net

Lethbridge
Lethbridge Seniors Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: (403) 320-2222
Fax: (403) 320-2762
E-mail: lsca@telusplanet.net

Lethbridge
Nord-Bridge Seniors Citizens Association
207 19 Street N
Lethbridge, AB T1H 2R6
Phone: (403) 329-3222
Fax: (403) 329-8824

Medicine Hat
Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C2
Phone: (403) 529-8307
Fax: (403) 529-2098

Medicine Hat
Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: (403) 529-8383
Fax: (403) 529-1050

Red Deer
Golden Circle Senior Resource Centre
4620 47 Avenue
Red Deer, AB T4N 3P5
Phone: (403) 343-6074
Fax: (403) 343-7977

Sherwood Park
Strathcona Seniors Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: (780) 464-4265
Fax: (780) 449-1354
E-mail: ivc@home.com

St. Albert
St. Albert Seniors
7 Tache Street
St. Albert, AB T8N 2S3
Phone: (780) 459-0433
Fax: (780) 459-9588
E-mail: seniorcc@telusplanet.net

Wainwright
Wainwright District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone:(780) 842-2777
Fax: (780) 842-5783
E-mail: wdfcss@telusplanet.net

Additional information regarding seniors organizations in Alberta is listed in the *Directory of Alberta's Seniors Organizations*. For a copy of the publication, please call 1-800-642-3853 or in Edmonton (780) 427-7876.

Provincial Organizations for Seniors

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government-appointed body. A Member of the Legislative Assembly, appointed by the Premier, chairs the council. Members are appointed by Order-in-Council and represent seven regions of the province, with one representative each from the Alberta Medical Association and Alberta universities. The council reports to the Minister of Seniors.

Members of the Seniors Advisory Council for Alberta work closely with seniors and seniors' organizations and hold meetings throughout the province, gathering suggestions and feedback. Through these interactions, the Council makes recommendations to the government on legislation and policies affecting senior citizens and on the funding and coordination of programs and services for seniors.

The Seniors Advisory Council also undertakes research projects and distributes a quarterly newsletter.

Since 1986, the council has spearheaded the annual provincial Senior Citizens Week. The focus of Seniors Citizens Week is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

Council members are interested in the concerns of all of Alberta's seniors. To share your comments, or to meet with council members, contact:

Seniors Advisory Council for Alberta
c/o Alberta Seniors
Suite 600 Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: (780) 422-2321
Fax: (780) 422-8762
Web site: www.seniors.gov.ab.ca/services_resources/advisory_council/index.asp

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 422-2321 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 422-2321.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals concerned with the process of aging. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active community participation of seniors in society.

The ACA News, published six times a year and provided to members, is a source of current information on issues concerning Alberta's seniors. The Alberta Council on Aging also publishes material related to the interests of seniors' organizations.

The Alberta Council on Aging encourages communication and the sharing of resources among seniors' groups and organizations. It acts as the umbrella group for the Alberta Council on Aging Policy Advisory Network, formerly the Inter-Agency Council on Aging for Alberta. The Policy Advisory Network represents and speaks on behalf of all seniors' organizations and their members.

The Alberta Council on Aging has also been involved in sponsoring the Senior Friendly Project, funded by Health Canada. A Senior Friendly Toolkit and the video, "Friendly Seniority" were developed for businesses, seniors' organizations, governments and communities to assist staff and community members in becoming more aware of, and meeting the needs of seniors.

A French version of the toolkit and the video is also available. The Senior Friendly Challenge has been issued and is being well received throughout Alberta. The program was launched across Canada in the summer of 1999.

Annual membership fees:

Individual $15
Couples $15
Organizations $30
Life Membership fees: $250

For information contact:

Alberta Council on Aging
104, 10010 107A Avenue
Edmonton, AB T5H 4H8
Phone: (780) 423-7781
Fax: (780) 425-9246
Toll-free: 1-888-423-9666
E-mail: acaging@interbaun.com

Learning

Learning Opportunities for Seniors

Learners, from pre-schoolers to seniors, are the focus for Alberta Learning. One of the Ministry of Learning's mandates is to provide Albertans with access to quality lifelong learning opportunities. Seniors can access a wide range of learning opportunities including:

- academic upgrading
- apprenticeship and industry training
- post-secondary level study
- community based adult learning.

To find out more about learning opportunities visit the Alberta Learning web site at: www.learning.gov.ab.ca

or contact you nearest Community Adult Learning Council, post-secondary institution or continuing education institution.

On-Line Information - Learning Opportunities

Alberta Learning Information Service (ALIS) is Alberta's leading gateway resource for career, learning and employment information and services. A wide range of information on learning is available including scholarship information, on-line applications, long distance learning opportunities, apprenticeship and industry training and a listing of educational institutions in Alberta and Canada. For information visit the ALIS web site at: www.alis.gov.ab.ca/learning.

Legal Services

Lawyer Referral Service

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer but do not know of one who can help you. You receive the first half-hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information contact:

Lawyer Referral Service Office
toll-free at: 1-800-661-1095

Legal Aid Society

Individuals seeking legal representation or information about legal aid can refer to their web site at www.legalaid.ab.ca or contact the Legal Aid Society at:

Calgary.....(403) 297-2260
Edmonton .....(780) 427-7575
Fort McMurray.....(780) 743-7356
Grande Prairie.....(780) 538-5470
Lethbridge.....(403) 381-5194
Medicine Hat .....(403) 529-3553
Peace River.....(780) 624-6250
Red Deer .....(403) 340-5119
St. Paul.....(780) 645-6205
Wetaskiwin.....(780) 361-1331
Whitecourt.....(780) 778-7178

Office of the Ombudsman

The primary purpose of the Ombudsman is to conduct impartial investigations on receipt of written complaints from individuals who believe they have been treated unfairly by the provincial government. The Ombudsman is independent of government and has broad powers to investigate actions, decisions, practices and procedures of government departments, boards, agencies, and commissions. Individuals are required to complete all available appeals before the Ombudsman may consider investigating. The office of the Ombudsman also assists individuals in directing complaints to the appropriate contact, department, or complaint mechanism when the complaint is outside the Ombudsman's jurisdiction to investigate. The Ombudsman does not investigate disputes between private individuals.

Edmonton:
2800 Canadian Western Bank Place
10303 Jasper Avenue
Edmonton, AB T5J 5C3
Phone: (780) 427-2756
Fax: (780) 427-2759

Calgary:
850 Ford Tower
633 6 Avenue SW
Calgary, AB T2P 2Y5
Phone: (403) 297-6185
Fax: (403) 297-5121

Hours: 8:15 a.m.-12:00 p.m.; and 1:00 p.m.-4:30 p.m., Monday to Friday

Office of the Public Guardian

Alberta's Public Guardian program provides assistance and services relating to adult substitute decision-making for non-financial matters. The Public Guardian's major responsibilities come from the *Dependent Adults Act*, the *Personal Directives Act* and the *Mental Health Act*. Alberta's *Dependent Adults Act* provides for surrogate decision making for adults who are unable to make decisions about personal matters.

For adults who are unable to care for themselves and unable to make reasonable judgments about personal matters, the Surrogate Court may appoint a guardian as long as such an order is in the best interest of, and results in substantial benefit, to the individual. Where there is no one else who is willing, able and suitable to be the individual's guardian, the Court may appoint the Public Guardian.

The Court may appoint a guardian to assist a dependent adult or to make decisions for the dependent adult in areas such as: where and with whom to live, social activities, work related matters, education and training, licenses and permits, non-estate legal matters, health care and day-to-day decisions.

Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian to be reviewed at least every six years.

Family members or a friend can apply to the Courts for a guardianship order on a dependent adult. The Office of the Public Guardian provides a self-help kit which when completed allows for the granting of a guardianship order without incurring the costs of a lawyer. However, there will be some costs associated with the granting of an order. Where the legal costs of applying for a guardianship order would be a hardship for a dependent adult or an applicant, the applicant may ask the Courts to have the Office of the Public Guardian contribute to the cost of getting the order.

The Office of the Public Guardian can provide additional information about how to apply for a guardianship order and about other guardianship matters.

Personal Directives Act

Alberta's *Personal Directives Act* provides an alternative to the Court's appointment of a guardian under the *Dependent Adults Act*. It promotes self-determination by enabling competent adult Albertans to appoint a substitute decision-maker. This substitute decision-maker is called an agent.

The *Personal Directives Act* enables competent adult Albertans to provide instructions regarding personal, non-financial matters such as where to live, with whom to live and associate, health care decisions, non-financial legal matters, and so on. In this way, family and friends are assured that decisions being made by the named agent and

actions that are taken by service providers will be consistent with the person's expressed wishes.

Although most people appoint family and friends as their agents, the Public Guardian may provide this role if named in a personal directive. The Office of the Public Guardian can provide additional information about how to create a personal directive, where help is available, how to carry out the role as an agent, and other matters related to personal directives.

Questions about guardianship or personal directives should be directed to the Regional Office closest to where the dependent adult or the person making a personal directive lives.

For more information contact the Office of the Public Guardian:

Grande Prairie Office
5 Floor, Nordic Court
10014 99 Street
Grande Prairie, AB T8V 3N4
Phone: (780) 538-5575

Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: (403) 340-5165

North Office
PO Box 326
205 1 Street E
McLennan, AB T0H 2L0
Phone: (780) 324-3239

Calgary Office
9 Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: (403) 297-3364

Whitecourt Office
PO Box 749
202 Midtown Mall
Whitecourt, AB T7S 1N7
Phone: (780) 778-7149

Lethbridge Office
501 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: (403) 381-5648

Lac La Biche Office
PO Box 1410
Lakeview Building
Lac La Biche, AB T0A 2C0
Phone: (780) 623-5323

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: (403) 528-5245

St. Paul Office
210 Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: (780) 645-6434

Provincial Public Guardian Coordinator
6 Floor, Centre West Building
10035 108 Street NW
Edmonton, AB T5J 3E1
Phone: (780) 422-1868

Edmonton Office
4 Floor, 108 Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: (780) 427-0017

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. If you have a touch-tone telephone dial 310-0000 and enter the 10 digit phone number for the office nearest you (be sure to include the area code). If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Office of the Public Trustee

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also administers deceased persons' estates when they die intestate (without leaving a will) if the deceased individuals have no adult beneficiaries residing in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age. For more information regarding the Office of the Public Trustee visit their web site at www.gov.ab.ca/just/trustee or contact them at:

Calgary
2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: (403) 297-6541

Edmonton
400 South J.E.
Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: (780) 427-2744

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter the 10 digit telephone number for the office nearest you, if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Medical Services

Alberta Health and Wellness

Basic Coverage

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule
- specific oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year* is $200
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year* is $250
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country general or auxiliary hospital
- an operator's license medical examination for people 74 1/2 years of age and over
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures), and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year*.

Note: In-province physical therapy services are based on assessed need and are the responsibility of the Regional Health Authorities through their Community Rehabilitation Program. Please contact your local Regional Health Authority for more information. See pages 59-60 for addresses and phone numbers.

*Alberta Health and Wellness' benefit year for Chiropractic, Podiatry and Optometric annual eye exam benefits is from July 1 of one year to June 30 of the following year.

Benefit Statements

Upon request, Alberta Health and Wellness will send you, at no charge, a current statement that shows what services and benefits have been paid on your behalf, for the most recently completed benefit year plus information from the current benefit year. A fee of $64.20 (GST included) is charged for the Statement of Benefits paid for up to seven completed benefit years (including the current year).

Statements of Benefits paid do not contain information about services provided by the Regional Health Authorities such as in-province hospital services, physical therapy, lab services or any other in-province service not paid directly by the Alberta Health Care Insurance Plan.

Extra Billing

Extra billing is not permitted for any basic health service, oral surgery, or optometry service that is covered by Alberta Health and Wellness. However, not all services provided by practitioners are insured through Alberta Health and Wellness. You can expect to pay the full fee for uninsured services, and should be informed of this fact by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary health insurance for basic health services provided in Alberta can cover extra charges only after Alberta Health and Wellness' annual limits have been reached. See page 62 for more information on private insurers.

Hospital Services

When you are registered with Alberta Health and Wellness and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital.

Other services may include:

- outpatient services
- laboratory and X-ray services
- clinically approved drugs and basic medical supplies while in the hospital
- operating and case room facilities
- use of anesthetic equipment, supplies and routine surgical supplies
- radiotherapy and physiotherapy facilities
- ambulance services if a patient is transferred in Alberta between hospitals for a particular service offered at another hospital
- other approved services rendered by employees of a hospital.

If you request a private or semi-private hospital room, you will be required to pay a room charge, which is determined by individual hospitals. As a senior, even with Alberta Blue Cross Coverage for Seniors you will have to pay for private or semi-private hospital rooms unless the physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See 62 for more information on private insurers.

For more information about coverage for hospital services, contact your Regional Health Authority, see 59-60 for addresses and phone numbers.

Temporary Absence from Alberta

You must retain Alberta health coverage if you leave Alberta for another part of Canada and return within 12 months, or leave for another country and return with in six months. If you are leaving for longer, you may apply for the following extensions of coverage:

- four years (48 months) for absence due to work, business or missionary service - letter from your employer or religious organization confirming your reason for absence, date of departure and intended date of return is required.

- two years (24 months) for travel, personal visits - confirmation (by telephone or by mail) of your date of departure and intended date of return is required.

Travelling Inside Canada

The services the Alberta Health Care Insurance Plan pays for in Alberta are also covered when provided in another province within Canada. Costs of health services received outside Alberta vary.

There is an agreement among all provinces, except Quebec, allowing Alberta Health and Wellness to pay physicians in other provinces at their own provincial rates for medically required services provided to Alberta residents. Any services not included in this agreement, but still covered by Alberta Health and Wellness, are paid at the Alberta rate.

Physicians have the option of billing you directly. If this happens, please ask for a detailed receipt and proof of payment to submit to Alberta Health and Wellness for reimbursement.

There is also an agreement among provinces, including Quebec, for medically required hospital services. Alberta Health and Wellness pays hospital services at the host province's rate.

Services covered under these agreements are billed automatically through provincial medical plans if you present a personal health card at the time the services are provided.

Generally, you will be asked to pay at the time of service, for services provided outside of Alberta by other service providers such as chiropractors, optometrists and podiatrists. You can then submit a claim to Alberta Health and Wellness for reimbursement. Claims will be paid according to Alberta legislation and the balance would be the patient's financial responsibility and/or the responsibility of the patient's private insurer.

There is a possibility of costs beyond what Alberta Health and Wellness pays. For example, private and semi-private hospital rooms are not covered by Alberta Health and Wellness. Also, service providers may charge fees in excess of those covered by Alberta Health and Wellness. For this reason, you may want to consider purchasing supplementary health coverage from a private insurer. See page 62 for more information on private insurers.

Travelling Outside Canada

Your coverage with Alberta Health and Wellness for insured physician services provided outside of Canada is the same as those covered by Alberta Health and Wellness in Alberta. The maximum amount paid by Alberta Health and Wellness for out-of-country services is based on the rates an Alberta service provider would be paid for the same or similar services, or the amount billed, whichever is less.

Benefits for medically required hospital services are payable only when provided in a general or auxiliary hospital. Alberta Health and Wellness pays a maximum of $100 (Canadian funds) a day for inpatient hospital services. Alberta Health and Wellness does not pay for the day you are discharged. The maximum payable for out-of-country outpatient and emergency services is $50 (Canadian funds) per visit.

These hospital benefit rates include all associated costs such as X-rays, laboratory work, medical supplies, nursing services, and so on. Since coverage is subject to change, it is advisable to obtain an Alberta Health and Wellness brochure before you leave the country.

Albertans must have prior approval from Alberta Health and Wellness to receive any coverage for out-of-province treatment of drug and alcohol abuse, eating disorders and other addictive behavior disorders. Contact Alberta Health and Wellness at the numbers provided on page 55 if you need more information about this coverage.

Medical and hospital costs in many countries run much higher than in Canada. You are responsible for paying the difference in cost, which may be hundreds or thousands of dollars, particularly if hospitalization is required.

Alberta Blue Cross *Coverage for Seniors* only provides coverage for services received in other parts of Canada. However, you may be asked to pay the service provider for these services at the time the service is provided. To be reimbursed for the *Coverage for Seniors* program, seniors must send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached.

Extra Health Coverage

It is recommended that you purchase extra health coverage prior to travelling out-of-country even for short trips such as a one-day trip to the United States. Extra health insurance coverage for travelling outside Canada is available from private insurance companies, brokers, financial advisors and travel agencies. Be aware that there are variances in travel coverage provided by private insurance. Some companies will not cover a pre-existing medical condition. You should check to find the coverage that best meets your needs. See page 62 for more information on private insurers.

Submitting Claims to Alberta Health and Wellness for Services Received Outside of Alberta

If, while outside of Alberta, you are asked to pay directly for services that are covered by Alberta Health and Wellness, you can submit a claim for reimbursement. Your claim must be received by Alberta Health and Wellness within 365 days of the date of the health service. Benefits for practitioner services received out-of-country will be paid in Canadian funds according to Alberta approved benefit schedules. You and your private insurer will be responsible for paying for any costs not covered by Alberta Health and Wellness.

Information required by Alberta Health and Wellness

To make it easier to claim for practitioner and hospital services, which are covered under the Alberta Health Care Insurance Plan, and are received out-of-country, Alberta Health and Wellness has developed a simplified form, *Out-of-Country Health Services Claim Form* (AHC 934). The form is available by mail or fax by contacting Alberta Health and Wellness at the contact numbers on page 55, or by downloading the form from the Alberta Health and Wellness web

site at www.health.gov.ab.ca. Follow the easy instructions for completing the form and be sure to provide all the information that is requested and applicable to your claim. Include official receipts and proof of payment.

When making a claim please keep the following in mind:

- an official itemized statement or an itemized list of services on the practitioner's and/or hospital's letterhead, bills and payment receipts must be attached to your claim. It is recommended that you retain the originals for your records
- inpatient and outpatient hospital charges must be itemized
- physician charges for services provided in a hospital must be detailed and submitted separately from the hospital bill
- claims submitted in a language other then English must be accompanied by an English translation.

If you are claiming for services obtained outside Alberta but within Canada, you should submit your claim using the *Out-of-Province Health Services Claim Form* (AHC 693). This form is available by mail or fax by contacting Alberta Health and Wellness at the contact number on page 55, or by downloading the form from the Alberta Health and Wellness Web site at:

www.health.gov.ab.ca/ahcip/out.htm

On average you can expect your claim to be processed within six to eight weeks.

Alberta Aids to Daily Living

The Alberta Aids to Daily Living Program (AADL), in cooperation with authorizers* and suppliers, assists individuals who have a chronic disability or illness, and individuals who are terminally ill to receive authorized basic medical equipment and supplies for more independent functioning in a home or home-like setting. A wide range of authorized benefits are available, including hearing aids, medical/surgical supplies, rehabilitation equipment and/or respiratory equipment. To be an AADL client you must:

- have a long term disability (six months or more), chronic illness or a terminal illness
- be an Alberta resident
- have a valid Alberta Personal Health Number.

*An authorizer is your initial contact with the AADL Program. He or she may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech pathologist, or other health care professional who works in a community health care centre, a hospital, a long-term care centre, or a home care program.
Note: Medical doctors are not authorizers.

AADL assists individuals by subsidizing the costs of medical equipment and supplies authorized for an individual. However, AADL is a cost-shared program. Clients pay 25 percent of the cost of benefits to a maximum of $500 per family, per benefit year (July 1 to June 30). For information regarding Hearing Aid coverage please refer to page 53.

Clients on income supplement programs and those with low income are exempt from cost

sharing. Your authorizer or local community health care centre will have a Full Benefit Application (FBA) for you to complete. Please complete this form and send it to the address indicated on the form.

If you are exempt from cost sharing, AADL will issue you an AADL benefit card. You must show the card to your authorizer and supplier. This card tells the vendor you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

Only certain medical and surgical supplies and equipment are provided. To ensure coverage, you must obtain an authorization form before you contact a supplier. AADL will not reimburse you for items purchased before registered program authorizers have conducted their assessment.

Exception: To obtain custom-made orthopedic shoes, you may take a prescription from your physician to a specialty shoemaker or orthotist registered with the AADL Program.

Note: AADL does not provide artificial eyes, artificial limbs, mastectomy prosthesis and braces for seniors. These benefits are provided to seniors through Alberta Blue Cross™ Coverage for Seniors Program. See page 60.

The program does not cover special diets, diet supplements, foot orthotics, eyeglasses, prescription drugs or dental care/dentures. For information regarding prescription drug coverage please refer to page 61.

Hearing Aids

If your hearing problems cannot be corrected by medical or surgical treatment, you may want to consider a hearing aid. Hearing aids are provided to seniors and their dependents through AADL registered suppliers only. Cost sharing applies.

The program has the following limitations:

- seniors are eligible for a subsidy of one hearing aid every five years
- if you are a cost-shared client, AADL contributes $567 towards one hearing aid. If the client has full benefit assistance, AADL will contribute $756 for one hearing aid only. This does not include upgrades. If a client purchases a more expensive hearing aid then the client is responsible for the difference. If a client requires two hearing aids the client may be eligible for assistance with the second hearing aid through the Special Needs Assistance for Seniors program. For more information regarding this program please refer to page 19
- replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires
- minor servicing and additional fees charged by the hearing aid practitioner are at your own cost
- hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You are advised to arrange for insurance to cover the loss of hearing aids.

After a five-year period, if your hearing aid is no longer serviceable or your hearing impairment has changed, AADL may approve a replacement hearing aid. Your supplier can explain the hearing aid replacement procedure.

Note: All hearing aid repair benefits are subject to cost sharing. When visiting a hearing aid supplier please ensure that they are a registered with AADL as a vendor. For more information regarding registered vendors please contact Alberta Aids to Daily Living at (780) 427-0731.

Medical Surgical Supplies and Rehabilitation or Respiratory Equipment

Certain medical supplies and equipment are supplied to eligible people who are chronically disabled and to individuals who are terminally ill. If you require medical or surgical supplies or rehabilitation equipment, you must see an AADL authorizer. An authorizer will assess your need for equipment or supplies and complete an authorization form to order them. Some items may require a physician's prescription. Please contact your Regional Health Authority to locate an AADL authorizer. See pages 59-60 for addresses and phone numbers of your Regional Health Authority.

Benefits include:

- ostomy supplies
- incontinence and catheter supplies
- some basic dressings
- certain respiratory equipment and related services
- oxygen for clients who meet the AADL oxygen eligibility criteria
- mobility aids such as walkers, wheelchairs and wheelchair accessories
- bathing and toilet aids such as bath seats, patient lifts and commodes
- back and hernia support items
- graduated pressure garments
- shoe raises
- custom-made orthopedic shoes for people with bony foot deformities
  Off-the-shelf shoes, shoe inserts and arch supports are not provided.

Program authorizers have complete lists of all items provided. How often you can receive an item is based on medical need.

For more information, contact your Regional Health Authority or:

Alberta Aids to Daily Living
Provincial Office in Edmonton:
(780) 427-0731

In all other areas of the province, you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 427-0731 (Edmonton) if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-0731.

Health Insurance Premiums

Basic Alberta Health Insurance premiums are billed on a quarterly basis - January, April, July and October. The costs for these premiums are $528 per year ($132 every three months) for a single individual and $1,056 per year ($264 every three months) for a family (couple).

Applying for an Alberta Health Insurance premium exemption through the Alberta Seniors Benefit program.

A senior's eligibility for Alberta Health Insurance premium assistance is determined through the Alberta Seniors Benefit Program.

All individuals turning 65 will be sent an application package for the Alberta Seniors Benefit program two to three months prior to their 65th birthday. If your date of birth has not been validated with Alberta Health and Wellness, you will also be sent a proof-of-age questionnaire.

If you are not eligible for the Alberta Seniors Benefit you must still return the proof-of-age questionnaire included in the application package in order to receive Alberta Blue Cross benefits.

For more information, contact Alberta Health and Wellness at (780) 427-1432.

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 427-1432 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-1432.

By mail:

Alberta Health and Wellness
PO Box 1360 Station Main
Edmonton, AB T5J 2N3

In person:

Calgary
727 7 Avenue SW
Calgary, AB

Edmonton:
10025 Jasper Avenue NW
Edmonton, AB

Office hours are 8:15 a.m. to 4:30 p.m., Monday to Friday.

Note: When calling or writing, please give your personal health number.

Home Care Services

Seventeen Regional Health Authorities (RHA) in Alberta are responsible for the services delivered through hospitals, community health centres, continuing care facilities, public health programs and home care. RHA's provide home care services to people of all ages regardless of their diagnosis.

Home care services help residents of Alberta achieve and maintain health, well-being and personal independence in their own homes. Referrals for home care services come from many sources including family members, friends, doctors and the person themselves. Once the referral is made, the RHA health professional meets with the individual in his/her own home. The health professional discusses the individual's strengths and needs and the needs of the individual's informal support system. Depending on the concerns identified, home care services, including respite to relieve informal caregivers may be provided.

Home care services include professional services and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are defined as homemaking and personal care services (bathing, dressing and grooming).

There is no charge for professional services and personal care services. However, a fee of $5.00 per hour to a maximum of $300 per month, based on a sliding fee schedule for individual and family income, is charged for homemaking services. People who receive the Alberta Widows' Pension, the Guaranteed Income Supplement, Supports for Independence, or the Assured Income for the Severely Handicapped may be eligible for a fee exemption. Fees can be waived if they cause undue financial hardship.

Only when a person cannot be supported in the community is a referral made for admission to a long-term care facility. The individual will continue to receive home care services while they are at home.

To arrange for home care services please call your Regional Health authority. See pages 59-60 for a listing of Alberta's Regional Health Authorities.

Long/Short Term Care Centres

Alberta Health Facilities Review Committee

The provincial government (through legislation established in 1973) appoints the Alberta Health Facilities Review Committee. The legislation gives committee members the authority to visit Alberta's acute care, long-term care, mental health and special care facilities, to monitor and evaluate them on behalf of users and the public-at-large.

The mission of the Health Facilities Review Committee is to ensure that quality care, treatment and standards of accommodation are maintained in health care facilities. Visits to facilities are not announced.

The committee forwards reports along with recommendations to the Regional Health Authority, the facility, and the Minister of Health and Wellness. Facilities are monitored to make sure recommendations are followed.

For information, contact:

Health Facilities Review Committee
250 Garneau Professional Centre
11044 82 Avenue
Edmonton, AB T6G 0T2
Phone: (780) 427-4924

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 427-4924 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000 wait for the operator to answer and ask to be connected to (780) 427-4924.

Long-Term Care Centres

In Alberta, long-term care centres (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care. These centres vary in size and are located throughout the province.

Under legislation, residents are responsible for the following accommodation charges at the following established current rates:

- $28.22/day for standard accommodation
- $29.93/day for semi-private accommodation
- $32.60/day for single private accommodation

The province pays for all care costs based on individual need assessments.

If you are a low-income, married senior who receives Guaranteed Income Supplement and if you or your spouse enters a long-term care centre for more than six months, you may be eligible for increased income support. For information on the Guaranteed Income Supplement telephone 1-800-277-9914.

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as listed in their formulary and as prescribed by the resident's attending physician. Ambulance services are also provided at no charge.

To qualify for provincial coverage of the care costs in a nursing home:

- you must be eligible for registration with Alberta Health and Wellness
- you must have lived in Alberta for three consecutive years at any time previously, or
- you must have lived in Alberta for one year immediately prior to applying, or
- you must have been a resident of Canada for 10 years or more.

If you are assessed as needing the services provided in an auxiliary hospital, and you are eligible for registration with Alberta Health and Wellness, the care costs are paid by the province.

Admission to a long-term care centre, such as a nursing home or auxiliary hospital, is based on an assessment of need carried out by the staff of home care. When you request services, the assessment staff of the single entry system or home care staff may decide a long-term care centre would provide the most appropriate services. If this decision is made, the single entry system staff or home care staff will then work with the placement service to find the right centre for you.

Some Regional Health Authorities may be able to offer other models of care that combine health services and shelter. These are not traditional long-term care facilities, that is they are not auxiliary hospitals or nursing homes, but many of them offer comparable levels of care. Other models of care include assisted living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings, and various types of seniors' day programs. Those that receive funding through Regional Health Authorities have admission assessments like those used for long-term care centres.

For more information about admission to a long-term care centre contact your Regional Health Authority. See pages 59-60 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended for people who are frail and/or disabled and who need health maintenance, rehabilitation and social or recreational activities.

The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital. Individual care plans are developed. These programs may be available through acute care programs and auxiliary hospitals.

To find out if there is a day support program or a day hospital in your community, call your local Regional Health Authority.

Geriatric Assessment and Rehabilitation Programs

The Capital Health Authority (Edmonton), the Calgary Regional Health Authority and the Chinook Health Authority have specialized geriatric assessment and rehabilitation programs. For information contact:

Calgary
Southern Alberta Regional
Geriatric Program
Rockyview General Hospital
7007 14 Street SW
Calgary, AB T2V 1P9
Phone: (403) 541-3453

Edmonton
Northern Alberta Regional
Geriatric Program
Glenrose Rehabilitation Hospital
Room 1259, 10230 111 Avenue NW
Edmonton, AB T5G 0B7
Phone: (780) 474-8800

Lethbridge
Geriatric Assessment and Rehabilitation Unit
Lethbridge Regional Hospital
960 19 Street S
Lethbridge, AB T1J 1W5
Phone: (403) 382-6610

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counseling, treatment and follow up services.

In-patient mental health services are available in urban and regional acute care hospitals, and at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton, and Alberta Hospital Ponoka. In addition, many hospitals and/or extended care facilities offer Day Hospital programs for older individuals with mental health problems. Your nearest mental health clinic or your physician can direct you to or provide you with information on these services.

For further information, contact your local Regional Health Authority or the nearest area office of the Alberta Mental Health Advisory Board at 1-877-303-2642.

Public Health Services

Public health services are available to all Albertans through the Regional Health Authorities. Services provided may include:

- immunization against diseases such as influenza
- health education and counseling
- nutrition education
- dental hygiene education
- sexual health education and counseling
- speech-language pathology services

For information about public health services in your area, contact your local Regional Health Authority below, for phone numbers and addresses.

Regional Health Authority Services

A wide variety of community programs and services are offered through the Regional Health Authorities. For information on the locations and the range of programs and services available, contact your local Regional Health Authority. See below for telephone numbers and addresses.

Chinook Regional Health Authority
960 19 Street S
Lethbridge, AB T1J 1W5
Phone: (403) 382-6009
Fax: (403) 382-6011

Palliser Health Authority
666 5 Street SW
Medicine Hat, AB T1A 4H6
Phone: (403) 528-5633
Fax: (403) 529-8998

Headwaters Regional Health Authority
Suite 4
28 12 Avenue SE
High River, AB T1V 1T2
Phone: (403) 601-8330
Fax: (403) 652-2129

Calgary Regional Health
10101 Southport Road SW
Calgary, AB T2W 3N2
Phone: (403) 943-1110
Consumer Line: 403-943-5465 (943-LINK)
Toll-free: 1-800-860-2742
Fax: (403) 943-1138

Health Authority #5
515 Highway 10 E
Box 429
Drumheller, AB T0J 0Y0
Phone: (403) 823-5245
Fax: (403) 823-7589

David Thompson Regional Health Authority
602, 4920 51 Street
Postal Bag 5026
Red Deer, AB T4N 6A1
Phone: (403) 341-8622
Fax: (403) 341-8632

Capital Health Authority
1J2 Walter C. MacKenzie Centre
8440 112 Street NW
Edmonton, AB T6G 2B7
Administration: (780) 407-1000
Capital Health Link: (780) 408-5465
Fax: (780) 413-7679

Crossroads Regional Health Authority
5610 40 Avenue
Wetaskiwin, AB T9A 3E4
Phone: (780) 352-3766
Fax: (780) 361-4336

East Central Health
4703 53 Street
Camrose, AB T4V 1Y8
Phone: (780) 608-8800
Fax: (780) 672-5023

Lakeland Regional Health Authority
210 Provincial Building
Box 248
Smoky Lake, AB T0A 3C0
Phone: (780) 656-2030
Consumer Line: 1-800-815-8683
Fax: (780) 656-2033

Aspen Regional Health Authority
10003 100 Street Provincial Building
Westlock, AB T7P 2E8
Phone: (780) 349-8705
Fax: (780) 349-4879

Peace Regional Health Authority
Box 6178
10015 98 Street
Peace River, AB T8S 1S2
Phone: (780) 618-4500
Fax: (780) 618-4522

Mistahia Health Region
2nd Floor, Provincial Building
2101, 10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5387
Fax: (780) 538-5455

Keeweetinok Lakes Regional Health Authority
Bag 1
4620 53 Avenue
High Prairie, AB T0G 1E0
Phone: (780) 523-6641
Fax: (780) 523-6642

Northwestern Regional Health Authority
Bag 10,000
Suite 200, 10106 100 Avenue
High Level, AB T0H 1Z0
Phone: (780) 926-4388
Fax: (780) 926-4149

Northern Lights Regional Health Authority
7 Hospital Street
Fort McMurray, AB T9H 1P2
Phone: (780) 791-6024
Fax: (780) 791-6029

Note: When calling or writing, please give your Personal Health Number.

Coverage for Seniors - Alberta Blue Cross

Alberta Health and Wellness offers extra coverage through Alberta Blue Cross *Coverage for Seniors*. The Government of Alberta pays the cost of Alberta Blue Cross *Coverage for Seniors* premiums for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

After you are registered with Alberta Health and Wellness for seniors coverage, you will receive an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness, July 1 to June 30. During one benefit year, Coverage for Seniors will provide a maximum of $25,000 in benefits per person. The program covers the following services:

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act* and Regulations. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta's Regional Health Authorities.

Prescription Drugs

Alberta Health and Wellness covers 70 percent of the cost of prescription drugs, including insulin. You pay the other 30 percent, up to a $25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 percent. Coverage for Seniors only covers prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List*.

Note: If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Coverage for Seniors is not the same as an Alberta Blue Cross employer or individual health plan. Some employer or individual health plans offer benefits not covered by *Coverage for Seniors*. Please contact Alberta Blue Cross for further information on specific benefit coverage.

Submitting Claims

For the following services, you pay the bill, then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100 percent of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness OR up to the specified maximum), on written order of a physician, the purchase, or repair of:
  - artificial eyes
  - artificial limbs except myoelectric-controlled prostheses
  - permanent braces
  - mastectomy prostheses
  - supporting brassieres are not covered

Alberta Blue Cross offers health benefit plans to complement existing Alberta government sponsored seniors' health benefits. For more information visit their web site at www.ab.bluecross.ca or contact your nearest Alberta Blue Cross Office (see page 62).

Alberta Blue Cross Offices:

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: (403) 234-9666

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: (780) 498-8000

Fort McMurray
Plaza II Mall
619, 8600 Franklin Avenue
Fort McMurray, AB T9H 4G8
Phone: (780) 790-3390

Grande Prairie
Suite 101A, 10712 100 Street
Grande Prairie, AB T8V 3X8
Phone: (780) 532-3505

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: (403) 328-1785

Medicine Hat
203, 623 4th Street SE
Medicine Hat, AB T1A 0L1
Phone: (403) 529-5553

Red Deer
152 Riverside
Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: (403) 343-7009

Subscriber toll-free:
A subscriber toll-free line is available for people living outside these major areas
Phone: 1-800-661-6995 (Customer Services)
Phone: 1-800-394-1965 (Individuals Plans)

Private Health Insurers

Private health insurance companies offer health benefit plans to complement existing Alberta government sponsored seniors' health benefits. These insurance plans offer a range of benefits based on the payment of a regular premium. For further information, contact the Consumer Assistance Centre for the Canadian Life and Health Insurance Association toll-free at 1-800-268-8099.

Prescription Checkpoint Program

The Prescription Checkpoint Program allows seniors and others covered by Alberta Health and Wellness sponsored drug plans to try a small amount of a drug that is new to them, prior to receiving a larger quantity.

This is a voluntary program with goals of improved drug therapy, improved communications between the physician, patient and pharmacist and the reduction of drug waste. Unused drugs in our homes present a potential safety hazard to us and our families.

During the assessment period, a person's tolerance or response to a new drug can be determined. If the drug appears to be suitable, the balance portion of the prescription can be filled. If a drug is unsuitable another treatment option can be considered. The portion of the

prescription that would normally have been filled is not wasted and the patient has not paid for drugs that are not required.

To date, more than 500 medications are part of the Checkpoint program. Participation in the program will not cost the patient more than if the original prescription had been filled in whole and may even cost less should the balance not be required.

Further program information is available from your pharmacist or physician or by contacting the Alberta Drug Utilization Program at (780) 492-0110 or the Alberta Seniors toll-free line at 1-800-642-3853 or in Edmonton at (780) 427-7876. The Alberta Health and Wellness web site (www.health.gov.ab.ca) also has information on the provincial drug programs.

You and Your Medications

When you need to take medications, it is important to understand what you are taking, why you are taking it, how to take it, and what the side effects may be. Don't be afraid to ask your doctor and your pharmacist questions about the medications you take. You have the right to know.

When you visit the doctor:

- make sure you tell your doctor about all the medications that you are taking, including all non-prescription and herbal remedies. Some drugs or remedies may react with each other and may change the way the prescription works
- tell your doctor about any allergies you have or any reactions to medications you have experienced in the past
- make sure you understand the pharmacist and doctor's instructions on how to take your medication.

At home:

- take your medication as directed
- if you forget to take your medication, **Do Not** double the next dosage; call your pharmacist or doctor for advice
- don't share your medications with others.
- finish all your medication, even if you are feeling better (unless your doctor tells you not to)
- check the expiry date on all your medications, both prescription and non-prescription. Return extra or outdated medications to your pharmacist for safe disposal
- keep your medication in a secure spot, out of the reach of children.

If you would like more information, the publication Knowledge is the Best Medicine, is available from most pharmacists or through Alberta Seniors at 1-800-642-3853 (in Edmonton 427-7876)

Protecting You and Your Information

Freedom of Information and Protection of Privacy Act

Personal information that you provide to the Government of Alberta is protected under the *Freedom of Information and Protection of Privacy Act*. The act prevents others from accessing your personal information without your consent and ensures that it is protected from unauthorized collection, use or disclosure.

You have the right to see or have copies of any information about you that is in any provincial government record or in the control or custody of the provincial government.

If you believe that the information that a public body has about you is misleading or incorrect, you can submit a written request for a correction. Forms are available to help you.

For information you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information you want. Telephone the Service Alberta Contact Centre at 310-0000 for assistance. Forms to request correction of personal information are available through your local library.

Protection for Persons in Care Act

The *Protection for Persons in Care Act* was enacted on January 5, 1998. This legislation promotes the safety of adults in care, by requiring anyone who suspects abuse to report it to Alberta Community Development or the police.

The *Protection for Persons in Care Act* applies to adults in publicly funded care facilities including hospitals, seniors' lodges, group homes and nursing homes.

What does the Act do?

The *Protection for Persons in Care Act*:

- defines abuse
- makes it mandatory for people who believe abuse is occurring, or has occurred to report it
- maintains a toll-free phone line where people can report abuse
- protects people who report abuse in good faith from retaliatory action
- specifies penalties for failing to report abuse and for knowingly making false reports
- sets out a process for investigating reports of alleged abuse, and
- requires a criminal record check for new employees and new volunteers of care facilities.

For more information on the *Protection for Persons in Care Act* or to report a non-crisis abuse situation please telephone the Protection for Persons in Care Reporting Line at 1-888-357-9339, Monday-Friday 8:15 a.m. – 4:30 p.m. After hours, or on holidays, please leave your name and phone number on the voice mail and your call will be returned on the next working day. You may also visit our web site at:

www.cd.gov.ab.ca/helping_albertans/persons_in_care/index.asp

Recreation and Leisure

Active Living

Active living helps older citizens lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including even just moderate physical activity in your daily life according to your own personal preference and circumstances can make a big difference!

For more information regarding recreation in Alberta you can write or call:

Alberta Community Development
Sport and Recreation Branch
Room 901, Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Phone: (780) 427-6549

Local Recreation Departments

For information about local recreation and sport programs and activities, contact your local recreation department. The telephone number will be in your local telephone directory.

Alberta Seniors Games

The Alberta Seniors Games provides competition in both sport and cultural activities and are held every two years. The next seniors' games are scheduled for 2003. For information, contact the Alberta Sport, Recreation, Parks and Wildlife Foundation in Edmonton at (780) 415-1167.

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and enter (780) 415-1167 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 415-1167.

Alberta Senior Citizens Sport and Recreation Association

This volunteer group promotes sport, recreation and fitness development for adults age 55 and over. It acts as the provincial voice of the Alberta Seniors Games, and encourages and promotes participation in the games at the local level. The board of directors consists of an executive and representatives from branches in eight zones across the province.

The annual membership fee is $10. Among the benefits for members are a quarterly newsletter, $15,000 sport accident insurance and regular communication about province-wide events through the branch system.

For information, contact:

Alberta Senior Citizens Sport and Recreation Association
818 - 16 Avenue NW
Calgary, AB T2E 7R1
Phone: (403) 297-2703
Fax: (403) 297-2702

Fishing Licences

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age, and you must comply with all sport fishing regulations.

Note: This policy does not apply to fishing in national parks in Alberta.

For more information please contact Alberta Environment Fish and Wildlife General Information Line at (780) 427-7581.

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and then enter (780) 427-7581 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-7581.

Historic Sites and Cultural Facilities

You are invited to enjoy Alberta's Historic Sites and Cultural Facilities. When visiting Alberta's heritage facilities an admission discount is provided to all seniors. Please note, not all facilities are open year-round.

For more information regarding specific hours of operation and discounts provided please contact the site you wish to visit listed below.

Brooks Aqueduct,
Brooks .....(403) 362-4451

Cochrane Ranche,
Cochrane.....(403) 932-2902

Father Lacombe Chapel,
St. Albert.....(780) 459-7663

Fort George and Buckingham House, 13km southeast of Elk Point
.....(780) 724-2611

Head-Smashed-In Buffalo Jump,
18km north and west of Fort Macleod
.....(403) 553-2731

Historic Dunvegan,
26km south of Fairview ....(780) 835-7150

Leitch Collieries, Hwy 3,
Municipality of Crowsnest Pass
.....(403) 562-7388

Oil Sands Discovery Centre,
Fort McMurray .....(780) 743-7167

Provincial Museum of Alberta,
Edmonton.....(780) 453-9100

Remington-Alberta Carriage Centre,
Cardston .....(403) 653-5139

Reynolds-Alberta Museum,
Wetaskiwin .....(780) 361-1351

Royal Tyrrell Museum,
Drumheller .....(403) 823-7707

Rutherford House,
Edmonton.....(780) 427-3995

Stephansson House, 30 minutes
southwest of Red Deer .....(403) 728-3929

Turner Valley Gas Plant,
Turner Valley .....(403) 933-7738

Tyrrell Field Station,
50km northeast of Brooks
.....(403) 378-4342

Ukrainian Cultural Heritage Village, 25 miles east of Edmonton
on Hwy 16.....(780) 662-3640

Victoria Settlement, off Hwy 855,
near Smoky Lake .....(780) 656-2333

or visit the web site at
www.cd.gov.ab.ca/enjoying_alberta/museums_historic_sites/index.asp

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. If you have a touch-tone telephone dial 310-0000 and enter the 10 digit phone number for the office nearest you (be sure to include the area code). If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Provincial Parks

At all group campgrounds located in provincial parks and recreation areas, seniors groups receive discounts of 50 percent (excluding firewood). This group camping fee discount is available Mondays to Thursdays, excluding statutory holidays. As well, at some provincial parks and recreation areas, overnight camping fee discounts are provided to individual Albertans who are 65 years of age or older. For information about camping fee discounts, to find out about the facilities, services and recreational opportunities available at provincial parks and recreation areas, or to inquire about the "Alberta's Parks and Protected Areas" map and facility guide, seniors should contact Parks and Protected Areas Division of Alberta Community Development at:

Parks and Protected Areas

2 Floor, Oxbridge Place
9820 106 Street
Edmonton, AB T5K 2J6
Phone: (780) 427-3582 or
Toll-free 1-866-427-3582
Fax: (780) 427-5980
Or visit the Parks and Protected Areas website at:

www.cd.gov.ab.ca/gateway

Taxes

Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask Canada Customs and Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Customs and Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g. medical receipts for glasses and dentures). Both you and your spouse should file a return.

If you would like to get involved as a volunteer, Canada Customs and Revenue Agency will show you how to complete basic tax returns, and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

For information about the Community Volunteer Income Tax Program call:

Calgary: (403) 691-6996
Edmonton: (780) 495-4770
Outside Calgary and Edmonton:
1-800-959-8281

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section on page 1 of your tax return. If you are eligible, you will receive payments in July, October, January and April. Only one member of each family unit is eligible to apply.

For information about the GST credit, contact Canada Customs and Revenue Agency at:

Calgary: (403) 233-5130
Edmonton: (780) 495-3500
Toll-free: 1-800-959-1956

General Information

Most forms of income are taxable. This also applies to income of the deceased. In addition, seniors may qualify for any number of federal and/or Alberta provincial tax credits within the tax system. If you require information you can visit the Canada Customs and Revenue Agency web site at www.ccra-adrc.gc.ca or phone the general inquiry line toll free at 1-800-959-8281.

Transportation

Bus Passes

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact:

Calgary
Calgary Transit Customer Service Centre
240, 7 Avenue SW
Calgary, AB T2P 0W6
Phone: (403) 268-1480

Edmonton
City of Edmonton Transit
99 Street and 102A Avenue NW
LRT Churchill Station
(Underground Station)
Edmonton, AB T5J 3R5
Phone: (780) 496-1665

Lethbridge
619, 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: (403) 320-3885

Red Deer
City Hall
4914 48 Avenue
Red Deer, AB T4N 1S8
Main Information Desk
Phone: (403) 342-8225

Handicapped Parking Placard

If you cannot walk 50 meters, you can request a handicapped placard or a disabled license plate. This service is provided through a Registry Agent (check your Yellow pages under Licensing and Registry Services). To apply you will need a completed placard application form and two pieces of identification. You can obtain a placard application from either a Registry Agent, or the physician who will complete the form. The form can be completed by a physiotherapist, occupational therapist, or medical physician. For more Registries information contact the Alberta Government Services, Consumer Information Centre at 1-877-427-4088.

Special Transportation Help

If you cannot use the regular public transportation system because you are elderly or handicapped, some help may be available in the municipality in which you live. For more information contact your local information centre (see pages 38-40) or The Family and Community Support Services office listed in your local telephone directory.

Web Sites-Alberta Transportation

Alberta Transportation has produced several websites that contain information that may affect seniors.

The *International Year of Older Persons'* web site provides information about the department's commitment to seniors and others having mobility limitations; tips on safe driving; and accessibility options available for aging seniors. The web site can be found at:

www.trans.gov.ab.ca/Content/doctype55/production/pol130.htm

The web site *Traffic Safety in Alberta* provides information about aging drivers and tips on safe driving. The web site can be found at:

www.saferoads.com/drivers/drivers/aging.html

The web site *Alberta Inter-Community Public Transportation Guide* provides accessible transportation information on air, bus and rail routes in the province and is designed to assist people in making trips between Alberta communities. The web site can be found at:

www.trans.gov.ab.ca/Content/doctype55/production/pol040.htm

The web site *Breaking Down the Barriers Newsletter* contains information about transportation issues of interest to seniors and persons with disabilities. The website can be found at:

www.trans.gov.ab.ca/Content/doctype55/production/pol210.htm

For more information regarding this material contact:

Alberta Transportation
Twin Atria Building
4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: (780) 427-2731

In all other areas of the province you can call toll-free through the Service Alberta Contact Centre. Dial 310-0000 and then enter (780) 427-2731 if you have a touch-tone telephone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to (780) 427-2731.

Veterans

Veterans Affairs Canada

In recognition of the sacrifices made by Canadians in our nation's war and peace keeping efforts, Canada offers a wide range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service related injuries, economic support allowances and additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration, among others, designed to meet the changing need of veterans.

For information, contact Veterans Affairs Canada at:

Calgary
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5
Phone: (403) 292-4048

Edmonton
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3
Phone: (780) 495-3762

For people living outside these centres:
Toll-free: 1-800-866-1240

Events of Interest and statutory Holidays

July 2002 - June 2003

July 2002

July 1 .....Canada Day
Canada Heritage
Contact your regional Canada Heritage Office or your local Canada Day Committee
Website:
www.canadianheritage.gc.ca/Canada/english.htm

July 20.....Parks Day

August 2002

August 5.....Civic Holiday

September 2002

Sept. 2 .....Labour Day

Sept. 8 .....Grandparents' Day
Orphaned Grandparents Association of Edmonton
Edmonton: (780) 961-3168

Sept. 12-13 .....Seniors Services Workshop 2002
Seniors Services Division
Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876
Web site:
www.seniors.gov.ab.ca

October 2002

Oct. 1 .....International Day for Older Persons
Division of Aging and Seniors, Health Canada
ph: (613) 952-7606
Web site: www.hc-sc.gc.ca/seniors-aines

Oct. 14 .....Thanksgiving

Oct. 24-25 .....Bethany Care Society Dreambuilders Education Conference
For more information contact Jean (403) 277-7377

November 2002

Nov. 6-12 .....National Seniors Safety Week
Canada Safety Council
Ottawa: (613) 739-1535
Web site: www.safety-council.org

Nov. 11 .....Remembrance Day

Nov. 26-29 .....Alberta Seniors Citizen's Housing Association (ASCHA) Convention and Trade Show

December 2002

Dec. 25 .....Christmas Day

Dec. 26 .....Boxing Day

January 2003

January 1.....New Years Day

February 2003

February 17 ....Family Day - check your local newspaper for special events in your area

April 2003

April 6 .....Daylight Savings Time
- begins at 2:00 a.m.
- move your clock ahead one hour

April 18 .....Good Friday

April 20 .....Easter Sunday

May 2003

May 19 .....Victoria Day

June 2003

June 1-7.....Alberta Senior Citizens Week, Seniors Advisory Council for Alberta
Edmonton: (780) 422-2321
Web site:
www.seniors.gov.ab.ca/services_resources/
Outside of Edmonton, dial 310-0000 and enter (780) 422-2321 if you have a touch-tone telephone. If you have a rotary telephone, wait for an operator.

June 12-14 .....Vitalize 2003 Edmonton Wild Rose Foundation
Edmonton: (780) 422-9305
Outside of Edmonton, dial 310-0000 and enter (780) 422-9305 if you have a touch-tone telephone. If you have a rotary telephone, wait for an operator.

June 28.....Armed Forces Day
Department of National Defense
Phone: (613) 995-2534
Web site: www.forces.ca

Quick Reference Telephone Guide

Alberta Aids to Daily Living
.....(780) 427-0731

Alberta Alcohol and Drug Abuse Commission

Calgary: Renfrew Recovery Centre
.....(403) 297-3337

Edmonton: AADAC Recovery Centre
.....(780) 427-4291

Grande Prairie: Northern Addictions Centre Detoxification Program .....(780) 538-6300

Alberta Blue Cross™

Calgary .....(403) 234-9666

Edmonton .....(780) 498-8000

Fort McMurray .....(780) 790-3390

Grande Prairie .....(780) 532-3505

Lethbridge .....(403) 328-1785

Medicine Hat .....(403) 529-5553

Red Deer .....(403) 343-7009

Toll-free 1-800-661-6995

Alberta Community Development

Sports and Recreation .....(780) 427-6549

Alberta Council on Aging

Edmonton .....(780) 423-7781
Toll-free 1-888-423-9666

Alberta Drug Utilization Program
.....(780) 492-0110

Alberta Funeral Service Association

Calgary .....(403) 274-1922
Toll-free 1-800-803-8809

Alberta Government Services, Consumer Information Centre

Edmonton .....(780) 427-4088
Toll-free 1-877-427-4088

Alberta Health and Wellness
.....(780) 427-1432

Alberta Health Facilities Review Committee
.....(780) 427-4924

Alberta Human Rights and Citizenship Commission

Northern Regional Office .....(780) 427-7661

Southern Regional Office .....(403) 297-6571

Deaf or hard of hearing with
TTY Edmonton.....(780) 427-1597

Deaf or hard of hearing with
TTY Calgary .....(403) 297-5639

Alberta Monitoring for Health Program

Edmonton .....(780) 423-2634
Toll-free 1-800-267-7532

Alberta Motor Vehicle Industry Council

Edmonton .....(780) 466-1140
Toll-free 1-877-313-3833

Alberta Registries

.....(780) 427-7013

Alberta Senior Citizens Sports and Recreation Association

.....(403) 297-2703

Alberta Seniors

Edmonton .....(780) 427-7876
Toll-free 1-800-642-3853

Alberta Seniors Games

.....(780) 415-1167

Alberta Widows' Pension Program

.....(780) 422-4080

Allowance/Allowance for the Survivor

English.....1-800-277-9914
French 1-800-277-9915
TTY Only.....1-800-255-4786

Assured Income for the Severely Handicapped (AISH)

Listed under the district offices of Alberta Human Resources and Employment, located in local telephone directories under Government of Alberta.

Bus Passes

Calgary .....(403) 268-1480

Edmonton .....(780) 496-1665

Lethbridge .....(403) 320-3885

Red Deer .....(403) 342-8225

Calgary Seniors Resource Society

.....(403) 266-6200

Camrose and District Senior Centre

.....(780) 672-7022

Canada Customs and Revenue Agency General Information Line

Toll-free 1-800-959-8281

Canada Pension Plan (CPP)

English 1-800-277-9914
French 1-800-277-9915
TTY Only 1-800-255-4786

Canadian National Institute for the Blind

Calgary ..... (403) 266-8831
Toll-free 1-800-376-2642
TDD ..... (403) 264-0105

Edmonton ..... (780) 488-4871
Toll-free 1-800-365-2642
TDD ..... (780) 482-2791

Grande Prairie ..... (780) 539-4719

Lethbridge ..... (403) 327-1044

Medicine Hat ..... (403) 527-2211

Red Deer ..... (403) 346-0037

Community Volunteer Income Tax Program

Calgary ..... (403) 691-6996

Edmonton ..... (780) 495-4770

Toll-free 1-800-959-8281

Consumer Debt Counseling

Calgary ..... (403) 265-2201

Edmonton ..... (780) 423-5265

Outside of these Areas 1-888-294-0076

Day Support Programs and Day Hospitals (see Regional Health Authorities)

Elder Abuse

Calgary Kerby Centre ..... (403) 265-0661

Capital Health Link ..... (780) 408-5465

Emergency Repair Program (ERP)

Calgary ..... (403) 515-3000

Edmonton ..... (780) 423-8700

Family and Community Support Services

For information contact Family and Community Support Services listed in local telephone directories.

Fort McMurray: Salvation Army Seniors

..... (780) 743-4135

Federal Government Information Line (Telecentre)

English 1-800-277-9914
French 1-800-277-9915
TTY Only 1-800-255-4786

Geriatric Assessment and Rehabilitation Programs

Calgary ..... (403) 541-3453

Edmonton ..... (780) 474-8800

Lethbridge ..... (403) 382-6610

GST Credit

Calgary ..... (403) 233-5130

Edmonton..... (780) 495-3500

Toll-free 1-800-959-1956

Grande Prairie and Area Council On Aging Seniors Outreach

.....(780) 539-6255

Guaranteed Income Supplement (GIS)

English.....1-800-277-9914
French 1-800-277-9915
TTY Only 1-800-255-4786

Handicapped Parking Placard

.....1-877-427-4088

Health Insurance Premiums

.....(780) 427-1432

Home Adaptation for Seniors Independence (HASI)

Calgary .....(403) 515-3000

Edmonton..... (780) 423-8700

Home Care Services see Regional Health Authorities

Housing Registries

Calgary Kerby Centre ..... (403) 265-0661

Edmonton Native Seniors' Centre... .....(780) 476-6595

Edmonton Society For The Retired And Semi-Retired .....(780) 423-5510

Medicine Hat Veiner Centre ....(403) 529-8383

Health Insurance

Consumer Assistance Centre for the Canadian Life and Health Insurance Association

Toll-free 1-800-268-8099

Kerby Centre, Calgary

.....(403) 265-0661

Landlords and Tenants Advisory Board

Calgary .....(403) 268-4656

Edmonton .....(780) 496-5959

Fort McMurray .....(780) 743-5000

Red Deer .....(403) 343-0410

Lawyer Referral Service

Toll-free 1-800-661-1095

Legal Aid Society

Calgary .....(403) 297-2260

Edmonton .....(780) 427-7575

Fort McMurray .....(780) 743-7356

Grande Prairie .....(780) 538-5470

Lethbridge .....(403) 381-5194

Medicine Hat.....(403) 529-3553

Peace River.....(780) 624-6250

Red Deer.....(403) 340-5119

St. Paul.....(780) 645-6205

Wetaskiwin.....(780) 361-1331

Whitecourt.....(780) 778-7178

Lethbridge Seniors Citizens Organization

.....(403) 320-2222

Long/Short Term Care Centres see Regional Health Authorities

Meals-on-Wheels see Regional Health Authorities

Medicine Hat Strathcona Centre

.....(403) 529-8307

Message from the Premier

.....(780) 427-2251

or contact Your Member of the Legislative Assembly (MLA)

Minister's Seniors Service Awards

Edmonton.....(780) 427-7876

Toll-free.....1-800-642-3853

Office of the Ombudsman

Calgary.....(403) 297-6185

Edmonton.....(780) 427-2756

Office of the Public Guardian

Provincial Public Guardian Coordinator.....(780) 422-1868

Calgary.....(403) 297-3364

Edmonton.....(780) 427-0017

Grande Prairie.....(780) 538-5575

North Office: McLennan.....(780) 324-3239

Lac La Biche.....(780) 623-5323

Lethbridge.....(403) 381-5648

Medicine Hat.....(403) 528-5245

Red Deer.....(403) 340-5165

St. Paul.....(780) 645-6434

Whitecourt.....(780) 778-7149

Office of the Public Trustee

Calgary.....(403) 297-6541

Edmonton.....(780) 427-2744

Old Age Security Pension (OAS)

English.....1-800-277-9914

French.....1-800-277-9915

TTY Only.....1-800-255-4786

PhoneBusters

Toll-free.....1-888-495-8501

Protection for Persons in Care Act

Toll-free 1-888-357-9339

Provincial Home Adaptation Program

.....(780) 427-5760

Provincial Parks

Edmonton .....(780) 427-3582
Toll-free 1-866-427-3582

Public Health Services see Regional Health Authorities

Red Deer Golden Circle Senior Outreach

.....(403) 343-6074

Regional Health Authority Services

Chinook Regional Health Authority:
Lethbridge .....(403) 382-6009

Palliser Health Authority:
Medicine Hat.....(403) 528-5633

Headwaters Regional Health Authority:
High River .....(403) 601-8330

Calgary Regional Health...(403) 943-1110
Toll-free 1-800-860-2742
Consumer Line .....(403) 943-5465

Health Authority #5:
Drumheller .....(403) 823-5245

David Thompson Regional Health Authority:
Red Deer .....(403) 341-8622

Capital Health Authority:
Edmonton
Administration .....(780) 407-1000
Capital Health Link .....(780) 408-5465

East Central Health:
Camrose .....(780) 608-8800

Crossroads Regional Health Authority:
Wetaskiwin.....(780) 352-3766

Aspen Regional Health Authority:
Westlock .....(780) 349-8705

Lakeland Regional Health Authority:
Smoky Lake .....(780) 656-2030
Consumer Line.....1-800-815-8683

Mistahia Health Region:
Grand Prairie .....(780) 538-5387

Peace Regional Health Authority:
Peace River .....(780) 618-4500

Keeweetinok Lakes Regional Health Authority:
High Prairie .....(780) 523-6641

Northern Lights Regional Health Authority:
Fort McMurray .....(780) 791-6024

Northwestern Regional Health Authority:
High Level ..... (780) 926-4388

Residential and Rehabilitation Assistance Program (RRAP)

Calgary .....(403) 515-3000

Edmonton .....(780) 423-8700

Seniors Advisory Council for Alberta

.....(780) 422-2321

Service Alberta Contact Centre

.....310-0000

St. Albert Seniors

.....(780) 459-0433

Seniors Citizens' Lodge Program

.....(780) 427-7876

Toll-free 1-800-642-3853

Seniors Citizens' Self - Contained Program

.....(780) 427-7876

Toll-free 1-800-642-3853

Strathcona Seniors Information Line

.....(780) 464-4265

Supports for Independence (Social Assistance)

For your local number refer to your telephone directory's Yellow Pages under "License and Registry Services"

The Society For The Retired And Semi-Retired:

Edmonton .....(780) 423-5510

Veiner Centre

Medicine Hat.....(403) 529-8383

Veterans Affairs Canada

Calgary .....(403) 292-4048

Edmonton .....(780) 495-3762

Toll-free 1-800-866-1240

Victorian Order of Nurses

Calgary .....(403) 640-4765

Edmonton .....(780) 466-0293

Grande Prairie .....(780) 532-1012

Medicine Hat.....(403) 529-8025

Wainwright District Support Service

.....(780) 842-2777

Notes

Notes

Alberta
SENIORS